

Best Available Copy

Statement of Work  
for the  
UNITED STATES POSTAL SERVICE  
  
*"THE GOVERNMENT CONNECTION"*  
Project

TRANSACTION & SERVICE MANAGER  
KIOSK STATION DESIGN & FABRICATION  
MULTI-MEDIA DESIGN & PRODUCTION

November 7, 1994

**EXHIBIT**

A6

# The Government Connection Project

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Attachment C -- "Story-board" Samples

STATEMENT of WORK

B.0 SCOPE

B.0.1 Introduction

The Government Connection (GC) project's purpose is to deploy an integrated government services system on a national platform and/or network of kiosk stations which provides the American public with the means to transact business with local, state, tribal, and federal agencies and service providers. The production kiosk system may or may not be deployed by the USPS depending on the results of study efforts that are under way. The GC program's products and services consist of the aggregate set of multi-media, interactive applications which government agencies and service providers will deliver through this system. These products and services are expected to include transactions in such categories as: searching and applying for jobs; filling out applications for licenses and benefits; printing forms; ordering and paying for documents and products; electronic benefit distribution; tourism and vacation services; requests for specific, personal information; and general "who, what, where" government service information.

B.0.2 Scope

This effort will proceed in two phases. In Phase I of the Government Connection program, the contractor(s) shall develop, fabricate, integrate, and Pilot Test pilot kiosk units, develop multimedia presentation software for use by the pilot kiosk platforms, and demonstrate kiosk system operations in a network environment. Phase I will conclude with the Market Testing of kiosk stations deployed as individual platforms or in a network environment. Phase II, the production phase of the Government Connection program, will ultimately result in a multitude of kiosk stations deployed in public places in a nationwide network if it is determined that there is a demand for a national scale service and if the economics warrant full deployment. Other options could include considering Phase I as Postal research and development in integrated government service kiosk systems, to be followed in the future by Phase II production and deployment of such a system by one or more non-Postal federal agencies.

During Phase I the contractor(s) will develop a kiosk station hardware platform, a transaction and service environment on a network, and integrated presentation software with the built in capability to provide for expansion in functionality as well as rapid assimilation of new requirements. Key technical features of this kiosk will include interactive multimedia presentations, a touch-screen interface, playback of digital sound and video for presentation to users, and a convenient, attractive, and secure enclosure for the kiosk station equipment.

Phase I will include concept demonstration and a Pilot Test, intended to demonstrate and debug the integrated kiosk stations and network system capabilities and operations. Two (2) units will be provided for concept demonstration and twelve (12) kiosk units will be built for use in the Pilot Test. Between Pilot Testing and Market Testing, it may be necessary to implement specification and design changes to assure that Market Testing proceeds with system operation and kiosk units which represent as closely as possible the following Phase II production units and

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system operation.

During the Phase I Market Test, approximately one hundred (100) kiosks will be deployed in one or more predetermined areas for a selected period (up to three months). Each kiosk station will be connected to a telecommunications network capable of conducting customer inquiries, on-line, against databases located on local, state and federal government host systems which are also connected to this network. Phase I requirements may also include batch communication with host systems via this network and demonstrating the software and hardware maintenance capabilities of the kiosk system Transaction and Service Manager hardware and software. The purposes of the Market Test are to validate the integrated government services concept with public interaction and to establish a valid business case for national deployment. This test will be designed, monitored, and evaluated by an independent contractor (i.e. separate from the kiosk provider.) National deployment (Phase II) will take place only if the Market Test shows that the kiosk system is a viable enterprise.

Network connectivity for the kiosk network will be provided by the Postal Service during Phase I. The National Network Service Center (NNSC) in Raleigh, North Carolina will be responsible for providing communications between the kiosks and the Transaction and Service Manager and will also provide connectivity to other agencies where applications may reside. The Postal Service will also provide space and utilities in the NNSC for the contractor's operation of the Transaction and Service Manager through Phase I.

Once network connectivity is demonstrated using Telnet or PING, it will be the vendor's responsibility to demonstrate that the kiosk system is fully functional on an end-to-end basis. This includes coordinating with the other agencies so that their applications can be presented on the kiosk in the appropriate manner. The vendor will also be responsible for working with the Postal Service's network group to isolate problems that have not been identified as network or kiosk related.

Phase II of The Government Connection program will commence: a) only if the Pilot Test and Market Tests are concluded satisfactorily, and b) subject to USPS Board of Governors' approval or other government approval and funding. Phase II will last for five (5) years after award of contract. The start of Phase II will be authorized only after the acceptance of the Technical Data Package and Operation Plan for the production version of the kiosk stations, and after a determination is made for the number of production units and the deployment schedule for the kiosk hardware and software, including service contracts for hardware and presentation software maintenance and network operations. During Phase II, the contractor(s) will be responsible for fabricating, deploying, and maintaining the kiosk stations nationally, designing additional multimedia presentations, incorporating changes, distributing new releases, integrating applications produced to specifications by other non-contractor sources, and ensuring that any modifications and enhancements do not negatively affect any of the functionality of any previous presentations residing on the kiosk. The contractor(s) may also be responsible for operating the kiosk network during Phase II.

### B.0.3 Applicable Specifications

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The following standards and requirements shall define requirements for this Statement of Work (SOW) where specifically called for in the body of this document. The applicable documents shall be those in effect on the date of the request for proposal (RFP):

### U.S. Postal Service

USPS-STD-10      Engineering Drawing Standard

USPS-P-786      Reliability and Maintainability Requirements of Postal Hardware Systems

Handbook AS-804      IS Data Design Standards

Handbook AS-805      ADP Security

Handbook AS-808      System Development Methodology

### Industry

Underwriters Laboratories, Safety Standard UL-478

Underwriters Laboratories, Safety Standard UL-701-F

National Electric Code

National Fire Protection Association

Humanscale Series (MIT Press, 1974 and 1981) -- Designed by Dryfuss Associates

IEEE Standard      Guide on Surge Voltage in Low Voltage AC Power Circuits, Final Draft  
2, August 1980

### American National Standards Institute

ANSI/V 478-1979      (Personnel safety checklist)

ANSI/U-291      Standard for Automated Teller Systems

ANSI x.12      Safety Standard for Office Appliances and Business Equipment (also  
identified as ANSI/U 114)

### Federal Communications Commission

FCC Docket 20780, as amended      (FCC Regulations for Class A equipment)

FCC Docket -- Part 15, subpart J, Class A

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FCC Docket -- Part 15, subpart J, Class B

FCC Measurement Procedure MP-4,      FCC Measurement of Radio Noise Emission from  
Computing Devices

### B.0.4      Definitions

**Authoring tool or software:**

That software package or complement of software necessary to produce multimedia presentations and applications, integrating and coordinating the use of various storage media, data sources, display and audio equipment, input equipment, etc. to produce a sequence of displays which contain video, text, graphics, audio and other user-sensory interface or information delivery material.

**Contractor:**

The successful bidder.

**Customer:**

The person intending to use or in the process of using a kiosk station. (Also see "user.")

**COR:**

Contracting officer's representative.

**ISO:**

International Standards Organization

**Kiosk, kiosk unit, or kiosk station:**

Refers to the complete kiosk, fully equipped with hardware and software, ready for installation.

**Kiosk system:**

Includes the kiosk stations, transaction and service center operations, and the network connecting the kiosk stations to each other and the transaction and service center.

**MTBF:**

Mean-time between failure.

**MTTR:**

Mean-time to repair.

**Multimedia:**

The hardware and software combination which provides the ability to accept user input and to reproduce sound and screen displays which include video, text, and graphics and other user-sensory interfaces, input and information output alone, or in any combination.

**NNSC:**



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The Postal Service's National Network Service Center operations facility located in Raleigh, NC.

### **Offeror:**

The entity submitting a proposal in response to this solicitation.

### **Service Provider:**

A collective term designating any local, state, tribal, or federal governmental agency or entity which interacts with the public to provide information, services, or products through any media including print, electronic, or by personal interaction.

### **Software:**

Sometimes referred to as application software, presentation material, or presentation software; includes the run-time version of the full complement of multimedia application programs, graphics, video, text, sound, database, screen displays, etc. which are required for a fully functioning kiosk.

### **TDP:**

Technical Data Package and Operating Plan. The set of documents, specifications, drawings, software, etc. which describe in detail the requirements for manufacturing kiosk stations, designing kiosk station applications, and operating and managing a nationally deployed complement of kiosk stations.

### **Transaction and Service Manager:**

The "logical" entity consisting of the facility, hardware, software, people, and other resources employed to interact with the kiosk stations and which may be employed to transmit and receive messages to and from the participating agencies and service suppliers. Transaction and Service Manager functions may be centralized or distributed throughout the network as appropriate.

### **USPS:**

United States Postal Service

### **User:**

A person intending to use or in the process of using a kiosk station.

## **B.1 THE GOVERNMENT CONNECTION KIOSK STATION**

The contractor shall design, fabricate (or purchase), and test a kiosk station designed for use indoors by a single customer, which meets the requirements of this Statement of Work (SOW).

### **B.1.1 Kiosk Enclosure Design Requirements**

#### **B.1.1.1 Kiosk Enclosure**

The kiosk station enclosure requirements are:

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a) The physical housing of the kiosk station shall completely enclose all working parts of the kiosk with the exception of those user interface devices such as the video display and touch-screen, bank card reader, smart card reader, printer paper dispensing slot, which are used primarily for interaction with the customer. The enclosure shall be: lockable; safe against tampering, liquid, and dust intrusion; and in particular shall prevent access to the internal components by unauthorized persons. Space shall be provided for the possible future addition of a CD-ROM "jukebox."

b) The enclosure shall provide user interfaces so as to be accessible to the widest audience, 5 percentile (i.e. short stature) females through 95 percentile (tall) males, including persons in wheelchairs (see Attachment B). Movable screens or other articulated enclosure designs are not acceptable.

c) The kiosk enclosure shall have provisions for securely mounting a keyboard if required, or retrofitting with a keyboard and/or signature pad. The desirability or undesirability of a keyboard, signature pad, and sloping shelf shall be discussed in the proposal.

d) The enclosure design shall provide a feeling of security and privacy for the user.

e) Speaker installation shall be such as to limit the projection of the sound, as much as possible, only to the user.

f) The kiosk shall hold all internal components securely, so that they are not damaged by the actions of personnel who may be required to relocate the kiosk within a facility, provided that normal caution is exercised during such relocations.

g) The enclosure shall have provisions for leveling and for fastening it to the floor or wall when desired.

h) All visible components of the kiosk, when supplied to the USPS for placement in Postal lobbies, shall be painted in colors approved by the USPS for use in Postal facilities. A guide to these colors will be provided after contract award.

i) The kiosk shall present a business-like appearance. All external components of each kiosk design must be approved for compatibility with the U.S. Postal Service Corporate Image. In particular, the kiosk should avoid creating the appearance of a video game or other entertainment system which might attract unwanted users. Signage and graphics on the enclosure shall provide information as to the content of the kiosk in clear and simple language.

The Postal Service will establish the paint scheme and decals for the kiosk stations after award of contract without additional cost to the Postal Service. The contractor shall obtain approval in writing for the appearance and look of the enclosure from the COR prior to purchase or manufacture.

j) The enclosure shall be easily cleanable and shall not fade or discolor from the use of household

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cleaning materials or exposure to sunlight. The enclosure finish shall be industrial grade, non lead based, and resist scratching, marring, and graffiti.

k) The enclosure shall provide protection to the kiosk system from Electro-Magnetic Interference produced by light industrial machinery.

l) The enclosure shall have illuminated signs on visible sides identifying the purpose and availability of the kiosk to prospective users.

m) The enclosure shall be provided with a simple, self-contained "bang-and-tilt" alarm.

n) The enclosure shall provide sufficient filtered, "positive pressure" ventilating air to prevent the overheating of the internal components. The filters shall be easily cleanable and replaceable.

o) Each kiosk enclosure shall be protected from both physical and electronic access by vandals or "hackers" to the greatest degree reasonably possible. In particular, the video display monitor shall have a physical barrier between it and other internal components so that no access to other components can be gained by destroying the monitor.

p) All Input/Output port connections shall be securely enclosed within the kiosk housing where they are accessible only to legitimate maintenance personnel. The enclosure doors shall have unauthorized intrusion alarm switches connected to an audible alarm with the capability to add a visual alarm when required.

q) All bank card, paper output, screen, etc. ports and openings in the enclosure shall use well tested hardware used in the ATM and self-service industries which were designed to prevent unauthorized access to the interior of the enclosure.

r) The enclosure design shall provide fork lift type fork access to facilitate moving the enclosure. The overall size of the enclosure shall be such as to allow for moving it through corridors and standard commercial doorways.

### B.1.1.2 Additional Kiosk Enclosure Designs

Additional kiosk enclosure concept (paper) designs shall be provided during Phase I by the contractor. Each of these designs shall meet the requirements stated above. In addition to the above requirements, these enclosure designs shall provide for the following kiosk installation configurations:

a) Single kiosk stations designed to permit various clustering arrangements of 2, 3 or 4 user kiosks. The contractor shall identify hardware and software efficiencies possible through clustering of kiosk stations and address floor space, traffic flow and privacy issues.

b) An "embedded" kiosk configuration, which permits the enclosure of the kiosk to be inserted "through the wall," with only the facia showing, in facilities where public floor space is at a

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premium or special security considerations prevail.

c) A "portable" kiosk for demonstrations and shows, with locking wheels, special transportation crate, and vibration isolation hardware, capable of being relocated easily by non-technical personnel.

d) A library configuration that provides for a suitable way to install the kiosk station's equipment complement in a library, preferably on a desk-top, with or without a keyboard.

### B.1.1.3 Underwriters Laboratory Approval

The contractor shall obtain, before installation for Market Testing as well as for the production design kiosk station, Underwriters Laboratories (UL) approval for the kiosk station enclosure and installed equipment including Underwriters Laboratories, Safety Standard UL-478 and UL-701-F.

### B.1.2 Display and Touch-screen Subsystem

The following features shall be present on all kiosk stations delivered under this contract.

a) The kiosk station shall be provided with a 17 inch or larger diagonal, "flat faced," .28 mm dot pitch maximum, low emission, video monitor with supporting hardware and software capable of displaying resolutions of at least 1024 x 768 pixels, non interlaced, with 24 bit color support.

b) The display subsystem shall be fully equipped with all hardware and software necessary to replay video sequences within a software definable window, up to full screen size, on the kiosk display as part of the user interface, under the control of applications software. A video refresh rate of 30 frames per second is required. The replay of digitized, 16 bit minimum 11 Khz fidelity audio, either in conjunction with the video playback or stand-alone, is also required. The video board/processor shall have the equivalent of 4 Mb of RAM minimum. It is highly desirable that the video playback functions be equipped with a separate dedicated computing engine to execute the algorithms for video compression and decompression without utilizing the microprocessor which executes the applications software.

c) The display subsystem shall be equipped with all hardware and software necessary to support an integral touch-screen and touch-screen functions. The touch-screen shall detect the touch of a user upon the display screen with no greater than 1/8 inch diameter spatial error from the center of the touch target to the touch position. The touch-screen shall not require field adjustment or registration. The touch-screen technology shall recognize the presence of a stationary obstruction, such as chewing gum on the screen, automatically, and shall provide alternate algorithms for continuing operation. User menu selections using the touch-screen shall be supported by a touch-screen functions support library. The touch-screen shall not require frequent cleaning, be easily cleanable and scratch resistant.

### B.1.3 Kiosk Microprocessor Subsystem

B.1.3.1 Processor

The kiosk shall include at least one microprocessor subsystem for the execution of operating system and presentation applications software. The microprocessor subsystem shall be fully integrated with all other hardware and software within the kiosk as necessary to support all required functions of the kiosk system.

The microprocessor subsystem shall meet the following requirements:

- a) The microprocessor shall have an internal word size of 32 bits minimum. All data paths between the microprocessor and cache memory, local memory, video processor, and any extended memory shall transfer data along paths 32 bits wide minimum. The kiosk installation environment may require that the microprocessor have a "ruggedized" chassis to address such problems as vibration, loose expansion cards, slide drawer mounting, and cable management. The proposal shall address these issues and provide a potential solution.
- b) The microprocessor shall utilize a pipelining scheme for instruction fetching, decoding, and execution to enhance processor speed.
- c) If the microprocessor supplied is of the type commonly known as a Reduced Instruction Set Computer (RISC), which executes one instruction per clock cycle, it shall have a processor clock speed of at least 100 Mhz.
- d) If the microprocessor supplied is of the type commonly known as a Complex Instruction Set Computer (CISC), it shall have a processor clock speed of at least 90 Mhz.
- e) The backplane bus of the microprocessor shall be capable of supporting full 32-bit wide instruction fetches and data access. It shall be able to transfer data at a rate of at least 40 Mbytes per second. The bus shall support access down to single byte addresses, as well as block DMA transfers.
- f) The microprocessor shall support integral memory mapping for efficient multitasking. Local bus architecture shall be used to accommodate the videocard as a minimum.
- g) The microprocessor shall contain integral floating point support hardware, or shall be supported by a floating point coprocessor.
- h) The microprocessor subsystem shall contain a minimum of 32 Mbytes of RAM to support the Operating System, all user interface support, all required software drivers, all applications programs, and in addition have 50% spare capacity for future expansion of the software. The memory must be capable of expansion to at least 64 Mbytes within the same chassis.
- i) The microprocessor subsystem shall be equipped with at least one floppy disk drive of at least 1.44 Mbyte capacity. If a CD-ROM drive is also provided, it must be a 5 1/4 inch drive to meet ISO 9660 and be multi-session Photo CD compatible CD-ROM XA ready, quadra-spin transfer

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rate, and have 256 K minimum data buffer. The CD-ROM shall have a double dust door or closable door for protection against dust buildup. These devices shall be mounted internal to the microprocessor enclosure and shall be accessible only to authorized personnel. A PCMCIA Type III slot, accessible only to the maintenance technician, and interface shall also be provided.

j) The microprocessor subsystem shall be equipped with: a standard, 110 key, QWERTY keyboard with integral point-and-click device; the previously described user's display monitor; and all other devices, cables, connectors, and miscellaneous items necessary to fully support all user, maintenance, and support functions. The keyboard shall be stored inside the kiosk enclosure for use only by a service or maintenance technician; it shall not be used as a customer interface.

k) The microprocessor bus technology utilized in the kiosk system shall be commercially available from at least two vendors..

l) The kiosk microprocessor shall be designed using open technology that will allow the USPS to purchase "off the shelf" add on cards and peripherals as future needs arise. Proprietary technologies with limited availability will not be acceptable.

m) In order to support future links to other USPS equipment or networks as well as the connection of new peripheral devices, when and if required, each prototype kiosk processor chassis shall have a minimum of three (3) empty slots (space), power, and cooling to accommodate additional boards, memory, mass storage, etc.

### B.1.3.2 Kiosk Microprocessor Operating System

#### B.1.3.2.1 Operating System

a) The operating system software which is supplied for the microprocessor within the kiosk system shall be a fully multi-tasking, multi-threading operating system capable of executing multiple concurrent applications programs without delays detectable by the user.

b) The operating system shall support an integral screen oriented Graphical User Interface (GUI), with icon command prompts capable of activation via a point and click device, trackball, or cursor arrow in combination with the touch-screen for use by the maintenance technician.

c) All software drivers, libraries, communication modules, etc. which shall be necessary to extend the functions of the operating system in order to support the full required functionality of the hardware within the kiosk system shall be supplied with the kiosk. This software shall be fully integrated with the operating system and be fully accessible to support all required functions of the applications programs both in a networked and in a stand-alone environment.

d) Only such operating system technology which is commercially available off-the-shelf and is found in readily-available and non-customized commercial processing applications shall be utilized in the kiosk system. Operating system software shall be currently supported by at least two separate and credible sales and service vendor organizations.

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e) The operating system shall include a utility capable of performing automatic virus protection functions. This utility shall be programmable to execute periodically during off-hours. The detection of a virus shall cause the transmission of a warning message to the Transaction and Service Manager and take the kiosk station out of service.

### B.1.3.2.2 Diagnostics

The kiosks units, which are intended for Pilot Testing and Market Testing, shall provide only the equipment diagnostic capability which is available with purchased component equipment. It is important and highly desirable to select equipment for inclusion in the kiosk station with built-in remote diagnostic capability. Diagnostic capability shall be implemented as follows:

a) Each kiosk system shall provide both passive and pro-active diagnostic capability. For passive diagnostics, each kiosk shall contain a modem capable of receiving dial-in or dedicated remote connections. Sessions established on the kiosk processor via this link shall be capable of retrieving the current status of kiosk components including: 1) working/out-of-order status, 2) on-line/off-line status, 3) out-of-paper conditions, 4) out-of-toner conditions, 5) paper-jam conditions, 6) other applicable device status or errors, and 7) date of last maintenance and maintenance action.

b) The station shall proactively communicate or dial-out to report all error conditions which prevent the kiosk from providing any of its services to the public.

### B.1.3.2.3 Power Down and Power Up Requirements

In case of power failure the operating system shall provide the following functions to include as a minimum:

a) Completion of any ongoing customer transaction in an expeditious and fully correct manner.

b) Return to the customer any bank cards, receipts, forms, or other items which are part of any ongoing transaction.

c) The display of a visible out-of-service indication and polite rejection of further customer requests.

d) Flushing and completion of all file I/O, database "commits", index updates, and telecommunications exchanges.

e) A pro-active network or dial-out modem communication attempt to advise the maintenance organization of the outage.

f) Orderly closing of all files, databases, and telecommunications connections.

g) Orderly "shutdown" of the processor operating system.

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The kiosk shall automatically "reboot" and return to service in unattended fashion upon restoration of external power.

### B.1.3.3 Communications

The kiosk processor shall be provided with a minimum of 14.4 Kbps V32/42 BIS internal modem with automatic speed selection and downward compatibility for dial-out/in access as the baseline communication requirement. The same vendor's modem shall be used in each kiosk and the network "server." The modem shall be provided as a back-up when other, higher bandwidth communication capability is provided as the primary link to the network. The additional, high bandwidth communications requirements are described in the Network Services and Requirements section of this document. The specific high bandwidth communication interface with which the station will have to be equipped will be selected individually for each station depending on its location and the available network connection.

Communications hardware and software shall provide dial back security.

The capability to provide secure communications to and from the kiosk stations utilizing the Data Encryption Standard (DES) shall be provided.

### B.1.3.4 Full-motion Video

Full-motion video shall be displayed at 30 frames per second at approximately 640 x 480 resolution as a minimum. Programmable, real-time video manipulation capability shall be provided on a per-frame basis to enable special effects such as skewing, video backgrounds, dissolves, etc. Simultaneous display capability of motion video with graphics and text overlays accompanied by audio shall also be provided.

The offeror shall describe the compression and display standards proposed to meet the requirements.

### B.1.4 Mass Storage Subsystem

The mass storage subsystem, a combination of storage media drives, shall provide the kiosk stations with the capability: a) to support processor operation, communication etc. in general, and b) of adding and deleting data and graphics to upgrade, change, or add to the resident multimedia presentations.

#### B.1.4.1 Media

The following equipment shall be inside the enclosure and shall be accessible only to the maintenance technician.

Two highly reliable, industrial grade, hard drives, one 240 Mbytes minimum, the other 1 Giga-bytes minimum, shall be provided. The configuration of two separate hard drives shall be used



to provide critical back-up capability in case of drive failure. In addition, each kiosk may contain a CD-ROM mass storage system. The capacity to store a minimum of 15 (fifteen) minutes of full screen, full motion video, comprised of many short (e.g. 8 to 12 second) segments, with proportionally longer total playback time capability for smaller windows, shall also be provided in addition to the hard drive storage described above.

PCMCIA Type III slot, accessible only to the maintenance technician, and PCMCIA interface shall also be provided.

#### B.1.4.2 Content Index

The mass storage subsystem shall be utilized to store the data, audio, video, and graphical portions of some of the multimedia user applications for the kiosk. The kiosk operating software shall maintain an index of the contents of the mass storage subsystem so that all available data and application media elements stored are automatically associated with, and retrieved by the appropriate applications software when interacting with the user.

This index shall be updated automatically whenever changes are introduced in the kiosk resident storage.

#### B.1.4.3 Mass Storage Response Time

If a mass storage system is offered which requires the automatic mounting and dismounting of physical media on a drive, the delay to access the newly mounted media shall not exceed 10 (ten) seconds. Whenever such a delay is expected, the user experienced delay shall be minimized and shall not ever exceed 5 (five) seconds of inactive wait time. The average user experienced delay shall not exceed two (2) seconds and the user shall be advised with a message noting the reason and the expected delay time. (Also see Presentation Requirement Section.)

#### B.1.4.4 Network Access

The contents of the mass storage subsystem shall be accessible through a network connection to the kiosk system utilizing the TCP/IP protocol suite. Remote host systems shall be able to connect to the kiosk using TCP/IP, and shall be capable of replacing material stored on the mass storage subsystem utilizing the File Transfer Protocol (FTP). Additional network access requirements are described in the Network Support and Requirements section of this document.

#### B.1.4.5 Back-up Storage

The configuration of the mass storage subsystem shall provide for both manual and automatic back-up and redundant storage of critical programs and information on the two independent hard drives provided. Critical programs and information may include operating system, communication software for diagnostics and out of service reporting, bank card transaction software, etc.

**B.1.5 Kiosk Power Management**

**B.1.5.1 Surge Suppression**

Surge protection shall meet the requirements of:

IEEE Standard Guide on Surge Voltage in Low Voltage AC Power Circuits, Final Draft, dated 2 August 1980.

All kiosk systems delivered to the USPS under this contract shall be equipped with power protection in the form of industry standard power-line filters and surge suppressor capable of protecting the kiosk computer from interruptions in service due to electric transients found in malls and typical light industrial electrical service power. In addition, the surge suppressor shall protect the kiosk microprocessor and peripheral equipment from damage due to spikes or surges in the electrical power supplied to the kiosk or through the phone and communications attached to the kiosk.

**B.1.5.2 Battery Backup**

Each kiosk station shall include battery backup power and a backup battery charging system. Upon total loss of AC power, momentary reduction in AC power, momentary loss of power, or brownout of normal external power, the battery backup shall prevent any interruption of processing by the CPU and kiosk peripheral devices. In cases of intermittent momentary reductions or loss of power, the battery backup shall provide power to continue kiosk operations for a minimum of fifteen (15) consecutive minutes. Complete recharging of discharged batteries shall not exceed three (3) hours. Battery charge shall be maintained automatically at an optimum level.

In cases of extended and ultimately total loss of power, the battery backup shall provide power until an orderly shutdown of the kiosk has been achieved. In such cases, the battery backup power system shall notify the kiosk processor through an RS232 serial port connection or similar mechanism that a power failure condition has occurred and a minimum of five (5) minutes of power remains to conclude a transaction. The battery backup power system shall then provide to the kiosk processor and all peripheral equipment sufficient power to execute an orderly shutdown of all functions.

The batteries used in the system shall be capable of providing a minimum of three (3) years of service without loss of backup system performance and shall be easily replaceable.

**B.1.6 Kiosk Station Application Support Requirements**

The following requirements have both hardware and presentation software implications and are described in this section. Where and how they are to be implemented in a particular presentation will be determined as part of the applicable presentation. The enabling hardware, system, and communication aspects of these requirements are, however, requirements which shall be

implemented as part of the basic kiosk system.

Each kiosk supplied to the USPS shall be capable of conducting on-line transactions with agency "services" or host computers connected via both local and wide-area networks. These transactional capabilities shall be embedded within the multimedia user applications in such a fashion as to allow users a seamless ability to transact business with other computer systems without the necessity of leaving or suspending the original user interface. Remote transactions shall be conducted in a fashion which is transparent to the user, appearing as an integrated part of the multimedia user presentation.

The Phase I network configuration in which these transactions may be initially implemented in part can be described as a "logical server" configuration. In this configuration the kiosks will communicate to a "Transaction and Service Manager" and directly to service providers via a network connection. A dial-up, high-speed modem is also required for backup. The Transaction and Service Manager will in turn reformat the transaction as and if necessary and route it to the appropriate government agency or other network, such as a bank card network. Some transactions and information requests may be satisfied via agency servers with the cognizance of the Transaction and Service Manager.

Applications to provide a basic set of services, information, and transactions required to minimally satisfy users may be resident in the kiosk stations. In that case, the kiosk station shall be capable of batch transfer to service providers even when communications from the kiosk station have been interrupted.

All communications shall be protected by appropriate security measures. These measures will be specified by the Postal Service for the connections between the kiosk stations and the network, and may vary from agency to agency, and between Federal and private networks from the service center to the ultimate destination of the message. Communications security shall include DES encryption of all messages containing personal data and changes to the kiosk resident database to and from the kiosk stations.

#### B.1.6.1 Smart Card Access

All kiosk stations shall be equipped with all hardware and software necessary to accept, validate, and perform operations with a "smart" card. Electronic Benefit Transfer (EBT) applications using smart cards shall be demonstrated in at least one state. The state(s) selected for smart card operation demonstration will be identified after contract award. The offeror shall assume for costing purposes that Ohio, and only Ohio, will be selected for this demonstration.

Smart card operations shall be payment card oriented with such features as certified card debit, secure card reload, internal card balance check and ceiling limit check, active authentication and electronic signature generation and verification to ensure non-repudiation and transaction integrity. All transactions shall begin by entering a valid PIN. The banking related aspects of this transaction shall be simulated initially since smart card banking network connection is not contemplated at this time. All other functions, however, especially security and authentication,

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shall be implemented. Access to the smart card reader shall be through a slot in the kiosk facade.

The contractor shall propose a card and development system which meets, as a minimum, the following requirements:

- a) The ability to secure some or all card contents by encryption, with a key accessible by PIN known only to the card user.
- b) RSA and the NIST Digital Signature Standard (DSS).
- c) The ability to contain information stored in "files" of variable length, with formats and access flexibly defined by requiring agencies.
- d) Ease of expansion

The smart card transaction access capability must be modular in design and interface with the microprocessor through a conventional RS-232 interface so that it can easily be replaced as new technologies become available.

### B.1.6.2 Bank Card Access

Each kiosk station shall be supplied with all hardware and software necessary to accept, validate, and receive payment from bank issued (International Standard Organization) ISO standard credit and debit cards. The bank card reader must be modular in design so it can easily be replaced as new technologies become available. The use of a "swipe" reader is preferred. The kiosk facade shall contain the card reader. Payment for goods and services using such cards shall be fully integrated into the kiosk applications software in a manner transparent to the user. Bank card transactions shall require on-line validation.

It is desirable for the bank card reader to be the same physical device as the smart card reader.

### B.1.6.3 Forms Management

#### B.1.6.3.1 Forms Printing and Dispensing

Maintaining an electronic library of forms, as well as the printing and dispensing of these forms, is a key feature of the Kiosk stations. The following are the minimum requirements.

- a) Electronic form storage. Each Kiosk station shall contain digital storage media, if required in addition to the main storage subsystem, which shall have the capability to store digitized and compressed representations of forms and informational bulletins necessary to conduct a predefined set of interactions with the public. Requests for these forms shall be available from within the presentation software. A forms management system shall index and be capable of retrieving, in the appropriate context, all forms, bulletins, etc. The system shall be capable of storing, in electronic form, a mix of up to 500 different form "sides" and short, 1 to 2 page

(single sided) informational bulletins.

b) The capability shall also be provided to allow the user to fill out a form associated with an application via the touch-screen, and to have the kiosk print the filled out form.

c) Form printer. The kiosk shall contain a printer capable of printing forms. The proposed printer shall be an "industrial grade" printer, have a minimum of 4 MB of RAM, handle 8.5 x 11 inch paper stock at a minimum, shall print at a minimum resolution of 300 dpi., and store enough paper for a minimum of 1,000 8.5 x 11 inch sheets. If a roll fed printer is proposed, the printer shall be provided with a mechanism to cut off the paper before it is released to the customer. Printing shall take place completely in the background and shall not slow down or stop activity on the screen. The system shall be able to print forms in "text mode" and "graphics mode."

d) The printer shall be secured from tampering from outside the enclosure. The paper shall not be accessible from the outside until it is released by the printer for dispensing.

e) To speed up the printing process, the print file shall be loaded to the printer as soon as the print option is made available to the user and processed as data is entered. At any time when a printing function is available, or is taking place, the user shall be notified of this, and the expected time required for printing, by a clear, unambiguous, and highly visible and audible prompt. In a like manner, the customer shall be notified "up-front" in a session if the printer is not available.

The offeror shall describe the proposed printer and shall provide the following information about the printer: print speed, paper capacity, print resolution, ink or toner replacement requirements, MTTR and MTBF numbers, and the built-in request for service and diagnostic capability available for computer readout.

#### B.1.6.3.2 "Envelope" Dispensing

The feasibility of storing and printing envelopes with the form printer shall be explored in the offeror's proposal. Depending on the availability of envelope printing, the applications software may allow users the ability to receive envelopes which are printed and bar-coded for an address specified by the user.

#### B.1.6.4 On-line Inquiry Support - Internet Access

Each kiosk supplied shall be capable of conducting customer inquiries against agency databases located on host systems which are also connected to the kiosk system network via Internet.

#### B.1.6.5 Receipt and Information Printing

Software shall be provided, where appropriate and in conjunction with the requirements of the application, to print a receipt containing all the particulars of a user transaction. This capability

shall also allow the user to request a printout of the pertinent information that he/she received as a result of an inquiry.

**B.1.6.6 Customer Detection -- Option**

Each kiosk station shall provide a passive means for automatically detecting the approach or presence of a customer and shall utilize this information to begin a customer interaction with a greeting and a message inviting the customer to use the kiosk. The range of the detection device shall be software or hardware adjustable by the maintenance technician.

**B.1.6.7 "Signature Pad" -- Option**

Each kiosk station shall be equipped with a signature pad where a user may enter his/her signature. The signature pad shall record the signature and signature writing dynamics as the means of identifying the user. The signature pad shall interface with the microprocessor via an RS-232 interface.

**B.1.7 Kiosk Ergonomics**

The kiosk shall be designed to meet the ergonomic requirements detailed in Attachment B and illustrated in the publication: "Humanscale Series (MIT Press, 1974 and 1981) -- Designed by Dryfuss Associates."

Some of the requirements described below are also enumerated in the "Presentation Requirements" section of this SOW.

**B.1.7.1 Access for the Physically Challenged**

The kiosk stations shall meet the "Access for the Physically Challenged" requirements for wheelchair users (also see Attachment B).

**B.1.7.2 Privacy**

Each kiosk enclosure shall be designed to provide reasonable privacy for individual users. The kiosk software or enclosure shall mask or obscure sensitive information entered by users from screen display.

**B.1.8 Safety and Security**

**B.1.8.1 Safety**

The kiosk station shall meet the personnel safety requirements of ANSI/V 478-1979 as a minimum.

**B.1.8.2 Electronic Access Protection**

Each kiosk station shall be protected from electronic access by illegitimate users to the greatest degree reasonably possible. Provisions shall be made to assure that only authorized software, from authenticated sources, and intended for the specific recipient station, will be accepted for loading into the station. These security measures shall apply to all entries into the system including local hardware and software maintenance operations via keyboard and diskette as well as maintenance and network administration entries via the station's communications port.

Security measures shall include as applicable: call-back procedures, active virus protection software, personal identification associated with all communications and maintenance activities, segmented and function specific authorizations, and the logging of all communications, maintenance activities, and software changes in a secure transaction file. Communications security shall include the capability of DES encryption of messages to and from the kiosk stations.

### **B.1.9 Database Requirements**

The offeror shall provide, in the proposal, a thorough discussion of the proposed solution to the kiosk station and the Transaction and Service Manager database design, development and maintenance requirements and issues. Either object oriented or relational database designs may be proposed. The offeror shall provide a full description of the proposed database architecture and the resulting database capabilities.

The Postal Service is currently standardizing on "Oracle Corporation" database products and has a preference for these products. The offeror may, however, propose another supplier. The offeror's choice will have to provide equal or better performance than the stated requirements and will have to be supported and justified.

#### **B.1.9.1 Database Requirements**

##### **B.1.9.1.1 Kiosk Station Database**

The requirement to support multimedia applications and the specified man-machine response times for retrieving and presenting information, images, etc. should be a key determinant in selecting the database engine. The availability of a Phase I kiosk station to deliver some useful functions with minimal (i.e. modem only) communications is also a key database architectural design parameter. These considerations strongly suggest that the kiosk station database contain as a minimum: a) multimedia templates, objects, video and graphic materials, forms, etc. b) permanent (i.e. very infrequently changing) data, such as addresses, service hours, etc., and c) text, data, etc. which may be updated daily, such as job listings, in a batch mode via modem.

It is expected that such user transactions as purchasing items and paying for license renewals, will require on-line data exchanges to validate and complete bank card transactions and in some cases, such as making park reservations, to complete the transaction. The majority of transactions may, however, be processed on the "back-end" in batch, store-and-forward, mode. (In this scenario the user will have been served interactively, and will be gone by the time this process

takes place.) The kiosk may transfer such transaction data files at night for example, to the Transaction and Service Manager to sort, aggregate, and transmit to the appropriate agencies and service providers.

In order for a kiosk station to behave as described in the above paragraphs, each specific kiosk stations shall be capable to provide as a minimum:

- a) federal agency and service provider information (see paragraph B.2.3.2.1) with possible selected special information for a region or location.
- b) the agency and service provider information for the state in which the kiosk is installed; again circumstances may dictate that more than one state's material be stored. In Washington, DC for example, Maryland information will also be required.
- c) the agency and service provider information for the locality in which the kiosk is installed; again circumstances may dictate that more than one locality's material be stored, if for example, the station is located on the border or junction of several separate counties or localities.

For inquiries or transactions outside the geographic area for which a particular kiosk station has cognizance, and no information, the kiosk station shall transmit an on-line data request via the network. The Transaction and Service Manager may in turn provide the appropriate application to the kiosk station. The kiosk station may then use the appropriate multimedia context resident in the station to interact with the customer. For example, a user in Rockville, MD may be asking for information for her mother who lives in Woodstock, NY, wanting to know the address of the nearest VA office to Woodstock. This information may be displayed in the same VA template used for Rockville, MD information. It may, however, be more advantageous (and simpler) to store in each station nationwide information in selected interest areas such as "national parks and recreation" where interest is to be expected over a wide geographic area.

#### B.1.9.1.2 Transaction and Service Manager Database

The database in the Transaction and Service Manager shall store as a minimum all the information, data, multimedia materials and objects, etc. resident in all the installed kiosk stations.

The database software resident in the Transaction and Service Manager shall:

- a) maintain the materials stored in the kiosk stations and the Transaction and Service Manager in synchronism at all times, and
- b) provide as a minimum the capability to review, maintain, update, exercise change control of the data, materials, etc., stored in all the kiosk stations.

The Transaction and Service Manager operations may also be required to maintain, derive, extract, manipulate, etc. data, text, etc. obtained from agencies and service providers. For example, an agency may issue (in electronic form) a notice revising several forms, only one of



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which is of interest to the kiosk system. The Transaction and Service Manager will then have to recognize and implement only the appropriate change(s).

### B.1.9.2 Methodology

The kiosk station resident database and the Transaction and Service Manager resident database shall be designed using a formal database design methodology with an industry recognized CASE tool. The use of this methodology and CASE tool shall provide a top-down structured approach and provide support through the life cycle of the program. The CASE tool shall provide the means for generating the kiosk station data model, the system data model, the data dictionary, the database designs, database maintenance utilities, and all required database design and maintenance documentation.

### B.1.9.3 Data Model

The data model shall be generated after award in a series of interactive sessions attended by the "knowledge base people" responsible for developing the content of the applications. Government agency and service provider representatives shall be invited to participate as necessary to provide input. These sessions shall be organized and conducted by an experienced database design practitioner provided by the contractor.

The Postal Service will identify the participating agencies, negotiate their agreement to participate, and identify the agencies' content specialist(s).

### B.1.9.4 Database Design

The database design shall provide for the storage, search and retrieval, and the updating of numeric data, structured text, unstructured text, and multimedia objects. Text search capability shall include such "fuzzy" searches as "looks like", "sounds like" (phonetic), and the use of a thesaurus. The database shall be capable of containing and operating on multiple languages.

The kiosk station database design shall provide for the seamless interaction of the resident database and multimedia applications. The performance of the database shall not adversely impact the response requirements of the multimedia applications.

The database shall have provisions for implementing security requirements such as access by kiosk station or geographic area, by function, and supervisory/global access, each of which shall have create, change, use, and display only, access levels.

### B.1.10 Hardware and Software Resources

The contractor shall provide and maintain for the period of this contract complete development and supporting hardware, software, and documentation which shall include but not be limited to:

- a) All hardware, software drivers, libraries, and utilities used to prepare and execute the required

software development.

- b) All compilers, linkers, interpreters, editors, and debuggers used in development, test, and support.
- c) All special purpose development environments such as software development tools, test-bed tools, and other unique and essential software and hardware.
- d) All hardware and software necessary to develop and test the communication requirements of the kiosk system.

## B.2 PRESENTATION AND APPLICATION SOFTWARE

Presentations shall be developed according to the requirement stated below. There may be modifications (as required) to the base contract to provide additional individual applications. The requirements in this section shall apply to all applications developed for the Phase I kiosk stations including those developed under individual modifications to the contract.

The offeror shall meet the functional and performance requirements stated in this section. It is recognized, however, that some requirements may be met by using different approaches than those suggested and described in this specification.

### B.2.1 Presentation Development Tools

#### B.2.1.1 Structured Development

All presentation (application) software written for all kiosk stations delivered to the USPS under this contract shall be designed following a structured development model and annotated with sufficient comments to allow USPS personnel to determine the purpose and usage of the source code.

#### B.2.1.2 Transportable Software

The presentation software developed for the kiosk shall be transportable from one hardware platform to another (e.g., from a 486 to a Pentium). Transportability across hardware "families" is highly desirable (e.g., from PC to SUN). Hardware updates, or the replacement of one generation of hardware with the next generation shall require minimum software revisions.

The offeror shall identify the core multimedia technologies and standards proposed for use in application development. The proposed technologies shall contain the core functions allowing multimedia content and data to be added seamlessly.

#### B.2.1.3 Non-proprietary Languages

All presentation software written for kiosk stations delivered to the USPS under this contract shall

be written in a commercially available high level language.

a) In situations where multimedia functions are more easily and efficiently written in a special purpose language such as a multimedia authoring tool, the special purpose language used shall also be a commercially available high level language. Object-oriented, "visual" technologies are highly desirable as the development environment. The authoring tool chosen shall: provide cross-platform development capability, the capability to work with diverse externally-networked data sources, the capability to add new features and extensions, provide reusable (object) code modules, be scalable, have current vendor support, and be a tool which requires a minimum of training to use. In any case, the contractor shall obtain prior consent from the COR to use a specific authoring tool.

Where appropriate, it is highly desirable that an appropriate "Mosaic-like" development environment be used. Such may be the case where an Internet connection is employed or the look and feel of an Internet display screen is to be emulated.

b) Coding in C, C++, Visual C++, Visual Basic 3.0, VisualAge, Powerbuilder, or other recognized standard programming language may be used for functions unavailable in the selected authoring software, provided that the source code contains comments to explain the code.

#### **B.2.2 Presentation Software Requirements -- General**

The USPS will provide guidance for the contractor in the area of the "look-and-feel" of the screens, as well as the development and scripting of some of the required applications. There are currently efforts under way to develop such guidelines and the prototyping of several interactive scenarios. The results of these efforts will be made available to the successful bidder as guidelines to be followed in the Government Connection project.

All presentation software provided for the kiosk shall meet the following general requirements and provide the following functionalities as a minimum.

##### **B.2.2.1 Multilingual Capability**

The kiosk stations delivered for the Pilot and Market Tests are required to provide presentations in English and Spanish. Each Phase I kiosk station shall be designed to fully support all functions supplied to all users in both English and Spanish, with the selection between languages being made by the user at the commencement of each session. However, the contractor shall design, index, size, etc. the hardware and software to allow the addition of three (3) other languages.

The offeror shall describe in the proposal: a) the multi-language support (if any) built into the proposed application development tool, and b) the expected amount of re-coding or duplication of logic required to accommodate each additional language.

##### **B.2.2.2 Privacy Act Notification**

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The presentation software shall notify the user every time he/she is asked to provide information covered by the Privacy Act. The software shall require a positive response (e.g. signature) from the user before such information is accepted for entry into a form. In addition, filled out form data containing information covered by the Privacy Act shall be transmitted to the appropriate agency stating that the user was advised and has voluntarily supplied the information.

### B.2.2.3 Kiosk Usage Logging and Analysis

The presentation software in each kiosk system shall include a utility which shall track, log, and be capable of reporting via a print file and through dial-in or network, interactive queries on any selectable combination of daily, day of the week, time-of-day, weekly, accounting period (4-week), monthly, quarterly, calendar year, and fiscal year basis the following usage statistics. Summaries and graphic displays of statistics shall be developed off-line.

- a) Number of total user sessions initiated by the hour.
- b) The presentation sessions initiated by the hour.
- c) The identity of each application or transaction which was used per session.
- d) The number of times each individual menu or screen was accessed or used in a session.
- e) The number and identity of the print output provided to a user in a session.
- f) The number and type of externally terminating transactions per session.
- g) A separate, cumulative histogram for each screen menu used by customers, of the amount of time spent in that menu by users of the kiosk.
- h) Type of purchase, value of purchase, credit card used, card number, date and time of use, etc.
- i) Choice of language.

There shall be a method for using a host computer to support these reporting and on-line inquiry requirements. If so, this host computer shall be updated at least daily by each kiosk station. In this case, appropriate back-up files shall be retained in the kiosk until the update is successful. All reporting and inquiry data shall be kept separate by kiosk identification number.

### B.2.2.4 Contextual Help

Providing help to the user is considered a critical function. Help must be available to the user anytime to operate the machine and for finding the desired information. Context related help shall be provided for every presentation screen. This help function shall provide as a minimum:

- a) Definition of unfamiliar terms. When the help function is accessed, the software shall

highlight the words in the text which have a definition behind them. Touching a highlighted word shall cause the definition of the word to be presented on the screen.

- b) Offer to provide operating instructions and tutorial for first time users.
- c) A key word index and word search function. This function shall provide a list of key words to the user, narrowing the selection letter by letter, and resulting in accessing the screen which provides information about the key word. The help function shall also offer the user of a "smart search" capability. (Also see "Alternative Access to Information" requirements.)
- d) A description of the special provisions provided (if any) to the physically challenged.

#### B.2.2.5 Ergonomic Presentations

The presentation software shall deliver the information in a form that is intuitive (i.e. graphic) and easily understood by the user. Interaction with the kiosk station shall not require any familiarity with computers, computer operation, or require typing skills. Presentations shall provide an extremely simple but attractive graphical user interface. The number and types of choices or information displayed at the same time shall be limited and give the user clearly defined unambiguous choices at any one time.

All kiosk presentation screens shall have the following characteristics:

- a) Text and audio material shall be designed for a limited language competency level. Single words used independently as labels, messages, and instructions shall be chosen from a fifth grade level word list. Words used in a sentence where context is generally provided, shall conform to eighth grade comprehension expectations.
- b) All text and audio material shall be free of acronyms, technical terms, "buzz words", and agency jargon.
- c) All displays shall be coded in some manner to aid "navigation", either by color, icons, or both, to relate the screen to the menu selection, agency presentation, and inquiry path.
- d) All displays shall offer the function for: help, last screen, next screen, return to last menu, and return to main menu touch "targets".
- e) Where appropriate to enable list searches, up and down touch arrows shall be provided for scrolling the list.
- f) Text, audio, and graphics may be used in combination to reinforce the information presented on a screen. Procedures may be presented as a short "tutorial" sequence of "still" or "animation" screens which combine voice, text, and graphics to convey information. In such a sequence, graphics shall move, rotate, or present different perspectives to illustrate the procedure or process. Voice should complement the text, not just read it out loud. Audio accompanying menu screens

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may be delayed to allow fast readers to complete selection before the audio begins. During tutorial sequences, or as a "special needs" selection, the user may be provided with the option to: a) repeat the voiceover, b) have all the applicable text read (voiced) to him/her, or c) cancel the sequence.

g) Video and audio presentations shall be short, not longer than 8-12 seconds, and to the point. The screen presented to the user shall contain a touch key to terminate the audio or video immediately and go on. Video for the sake of presenting video is undesirable.

h) All screens, across all presentations, shall follow the same look, feel, and input conventions.

i) Kiosk software shall mask or obscure sensitive information entered by users and displayed on the screen.

j) The user shall be provided with the opportunity to review and change any textual and numeric input before the presentation acts on it.

k) Where possible, text and numeric information keyed in by the user shall be edited for obvious errors and the user shall be afforded the opportunity to change the input.

l) The user shall be provided with the opportunity to receive a printout of the information presented by the kiosk where appropriate. Printing shall not stop or slow down activity on the screen.

Also see requirements listed in Attachment B.

### B.2.2.6 Access for the Physically Challenged

The kiosk presentations, intended for Market Testing, are required to meet the "Access for the Physically Challenged" requirements as defined in Attachment B.

### B.2.2.7 Attraction Loop and User Time-Out

Whenever the kiosk is not in use, it shall display a pleasing "attraction loop" related to the "Government Connection" theme.

The user time-out function, possibly with help from the customer detection module, shall detect: a) that a user is taking too long at a screen without input and may have left, and conversely b) that a user is spending too much time at (i.e. monopolizing) the kiosk while people are waiting. The user time-out function shall initiate the appropriate message and action in both cases.

### B.2.2.8 Customer Detection -- Option

a) Each kiosk station will have a passive means for automatically detecting the approach of a customer. Software shall be provided which shall utilize this information to begin a customer

interaction with a greeting, a message of welcome, and a request to make a language selection. The range of the detection device will be software, or hardware adjustable by the maintenance technician.

b) When the kiosk has been idle for some software adjustable time in a session, e.g. at least one minute, it shall attempt to re-engage the user with a graphic prompt and voice request. If this attempt fails twice, the kiosk shall cancel the transaction and exit.

#### B.2.2.9 Alternate Access to Information

USPS research has revealed that a major impediment to customer satisfaction in utilizing kiosk devices is the requirement to pass through multiple time-consuming menus and text before the customers reach "what they wanted in the first place". The presentations may contain a number of hierarchical menus, and these may be preserved if not too cumbersome. Offerors, however, are required to provide a creative, alternate mechanism for guiding users quickly to the content which the individual user is interested in viewing.

A method of accessing data without going through a menu hierarchy such as a "word search" shall also be available to users. This search function shall be implemented to include all the information presentations resident on the kiosk from any agency. In effect, this function shall provide an "integrated directory of information and services". This function shall enable users to access information without requiring them to have prior knowledge of which agency or agencies supply this information. In addition, the directory shall reference information that may not be available through the kiosk but might reasonably be expected to be. In these instances the user is to be directed to an alternate source of information.

The search and directory function shall include a "thesaurus" of related terms and concepts. For example, a search for "mailing packages" should also return 4th Class, Parcel Post, Express Mail, etc. entries.

The search function shall not require the correct spelling of the looked for word. The search shall offer a short list of the closest matches including matches which are contextually appropriate.

This "alternative access to information" function shall be supported by a utility which shall automatically and dynamically maintain the database and indexing as changes are made to the presentation materials.

#### B.2.2.10 Screen Response

The response to user requests which require the automatic mounting and dismounting of physical media on the drives within the mass storage subsystem (if present) shall be designed so that the physical delay to access the new medium (disc), caused by such action, shall not exceed 10 seconds. All video, audio, and graphics materials shall be stored on the physical media of the mass storage subsystem in such a fashion as to minimize the number of times that physical media

must be mounted or dismounted to support the user interaction.

In the case where the multimedia materials required to support the next logical "screen" or step in the interaction with the current user are not continued on the current mounted physical volume, enough of the response, or sufficient transition material shall be stored on the media or hard drive to mask the delay caused by having to mount a new disc, thus minimizing the user experienced delay. The average user experienced delay in these instances shall not exceed 2 (two) seconds of inactive (unproductive) wait time, and shall never exceed 5 (five) seconds. In all cases, the user shall be advised with a message noting the reason and the expected delay time.

In the case where text data or the multimedia materials required to support the next logical "screen" or step in the interaction with the current user are continued on the currently mounted physical volume, the time to "seek", or compute, retrieve, and begin the display of this material shall not exceed an average of 0.2 second, and shall not exceed a maximum of 0.5 second.

#### B.2.2.11 Introductory Sequence

A short introductory sequence shall be provided which allows users to select the language for the session, select the problem solving session appropriate for his/her needs, select from a combined directory of services, or search an index. This sequence shall also allow the selection of, and provide "express" or "tutorial" sessions.

#### B.2.2.12 User Survey

This application shall survey public feedback on the kiosk's usability and value to the user. This survey shall be provided at the conclusion of a session. The ability to add, change or delete this survey in an expeditious manner shall be provided.

#### B.2.2.13 Electronic Transactions

As the various government agencies and other potential kiosk participants complete their future efforts to re-engineer their internal systems to utilize electronic transactions rather than paper based forms, or "800" numbers, changes will be made to the kiosk presentation software to reflect these new modes of interaction. Whenever electronic interaction between the kiosk system network and a service provider is possible, the kiosk shall utilize, as appropriate, the available electronic transactions.

#### B.2.2.14 Diagnostic Test

A representative, basic set of user-kiosk interactions shall be developed by the contractor. This shall serve as a test and diagnostic utility which demonstrates the readiness of the combined hardware and software to run applications. This test shall demonstrate that the hardware and software are enabled and operating when appropriately instructed. This diagnostic utility should, for example (but not limited to) demonstrate: a) that the touch panel is properly calibrated and working, b) that each of the various storage devices are performing as required, c) that the index



is accessing the appropriate presentations and information, d) that information appearing on the screen or announced can be printed in multiple languages, e) that communications are up and running.

#### B.2.2.15 User Profile Data Retention -- Option

The kiosk station shall provide the function to store and retrieve data entered by a user during an application. This function shall provide the option to a user to save, for six months, the entered information in case he/she expects to come back again, and not have to enter the same information. The user shall have to agree that this is being done at the request and permission of the user. In this case, the user may be provided with a personal identification number (PIN) by the kiosk.

Data which may be retained should include: a) personal information usually required for filling out forms, purchasing items, and requesting services, and b) more extensive data required for specific applications such as a job application form.

The user shall be able to receive a printout of the data the machine will store. The data store shall be purged once a month of users' data which has not been used in six months or more.

A user shall be asked, at the start of an appropriate application, if she/he has stored data in the kiosk. If the answer is yes, a short, positive verification of the user's identity shall take place, and if appropriate, the application shall start with the screen where all the retained data has been filled in.

Where available and possible, smart cards may be used to perform this function.

#### B.2.3 The Kiosk Applications and Presentations

##### B.2.3.1 Architecture and Organization

Applications and presentations of The Government Connection kiosk stations shall be organized to satisfy the needs of the public with respect to conducting business with local, state, and federal government agencies. It is a principal objective that the kiosk provide a medium, a "virtual" window, which will allow the public to transact business with different government entities without necessarily having to deal with each and every entity separately, through a series of individual transactions. Some have called this "one-stop service fulfillment". For example, an individual shall be able to search a job bank, apply for a job, and start the process for filing for unemployment, or emergency housing, at this kiosk in one session, without having to fill out forms, or in fact even "seeing" these forms, or knowing in advance which agency is providing these services. (Also see the section on Privacy Act.)

The effect described in the example may be achieved, for instance, by the kiosk application requesting that the customer answer a series of questions to obtain the data needed without actually showing a "form", and subsequently transmitting electronically, as approved and selected

by the user, to each of the involved service providers those data elements which are necessary to complete that service provider's part of the transaction. Common information such as name and address, Social Security number, etc. shall be transmitted to all interested parties, without the customer having to "fill in" this information repeatedly.

Conceptually, this organization may be shown, see Figure 1, in a simplified form, as a matrix or "truth table", where the customer needs comprise the side of the matrix and the service providers are ranked along the top. Each "need" is then connected to one or more provider by a kiosk application at the appropriate junctures of horizontal (need) and vertical (provider) lines. These juncture points may be presented in a truth table as true (for a juncture) or false (for no juncture) elements in the table. This conceptualization may help to demonstrate the required architecture or organizational philosophy of the kiosk applications. It is not to be taken as a description of requirements or scope. It is intended only for visualizing the concept.

In addition, and as stated elsewhere in this specification, the customer shall also be provided with the opportunity to go directly to a specific service provider's specific transaction or retrieve specific information using such mechanisms as a "smart index" and "fuzzy" text search. Using Figure 1 again, this requirement may be thought of as direct access to the SERVICES grouping and to every service provider entry in the database.

#### B.2.3.2 Applications

Life change, ordering, and service applications shall be developed by the contractor "from A-through-Z," in conjunction with agencies, including researching and developing the required content for the application, developing the interaction options, story-boarding and scripting the user - machine interactions, and designing and implementing the multimedia presentation.

An application may be thought of as containing one or more interconnected transactions. Transactions may be grouped into different categories depending on their complexity.

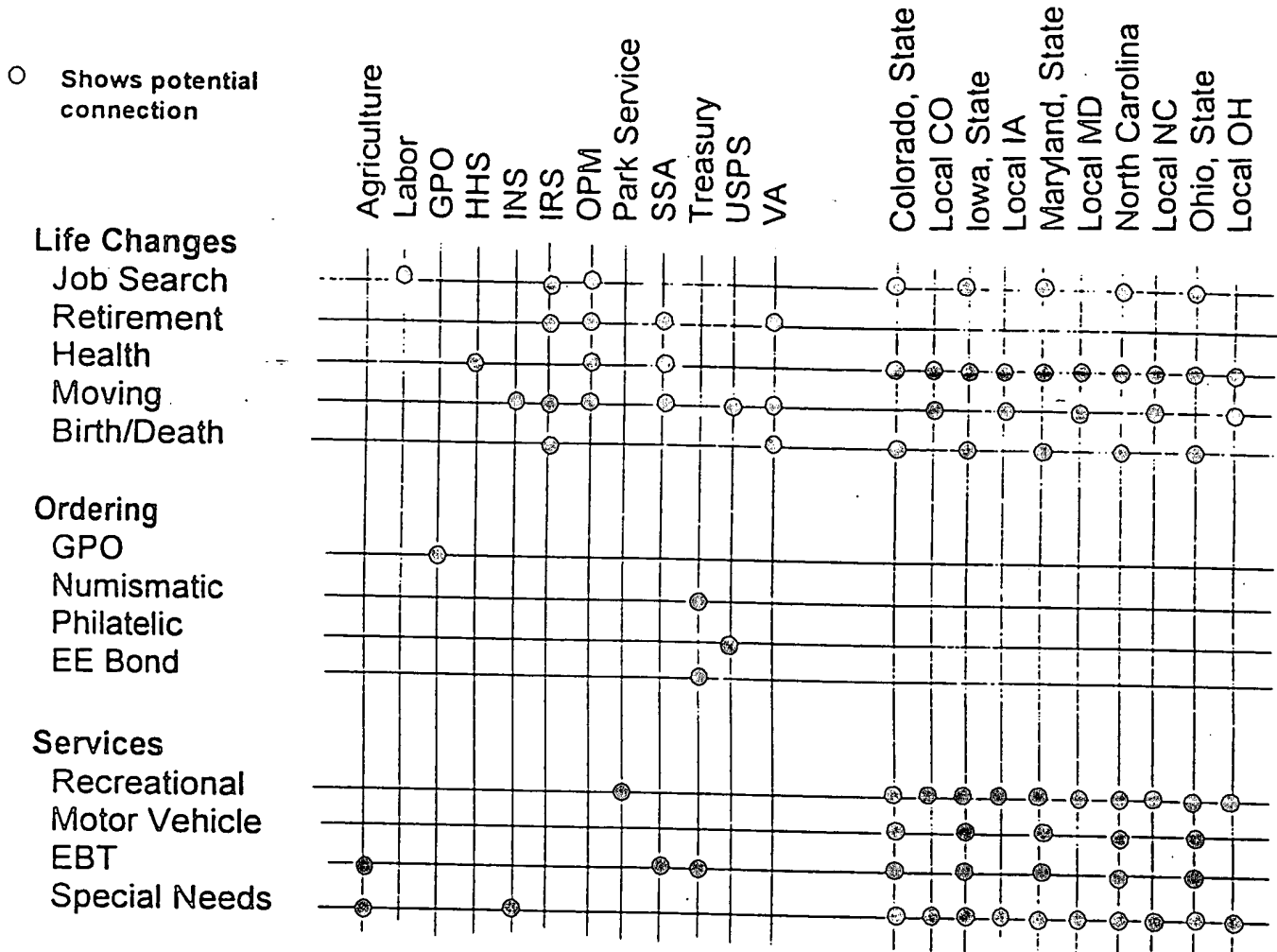
The software must provide the following type of functions:

Type (1) transactions consist of retrieving kiosk resident information about agency and service provider services, locations, service hours, entitlement information, etc., answering the general what, where, when, who, how questions, and printing selected service provider and agency forms from a kiosk resident electronic library of forms.

Type (2) transactions consist of providing more complex interactions such as: a) requiring the selection of search parameters (e.g. looking at entries in a job bank, selecting a recreational facility), b) entering a request for information or simple services which do not require payment or a lot of information and which will be fulfilled by the service provider by mail, and c) filling out and filing applications electronically.

Type (3) transactions consist of providing services which require payment with a bank card such as: a) searching and selecting items to be purchased and ordering them electronically, b) filling

Figure 1—Applications and Service Providers Matrix Concept



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out and filing applications which require an application fee, and c) paying fines.

Type (4) transactions consist of on-line transactions which may or may not require payment with a bank card. Such a transaction may be selecting, reserving, and paying for a cabin in a state park.

Phase I applications shall include transactions of all four types. Attachment C is included to provide examples of several application "story-boards." These examples show the level of complexity expected in an application and the depth of content information which has to be present to provide value to a user. As the examples show, a complex transaction may require a series of interactions between the user and machine to arrive at a satisfactory conclusion. *The examples shown do not represent a look-and-feel or use of the appropriate wordage.* They also do not show where audio or video is to be used, or the actual control objects. "Story-boarding" is one approach used to illustrate the sequence of screens, the choices provided in a screen, the actions required of the user, and the response provided by the machine.

Local, state, and federal agency information available directly from the content providers' servers shall be accessed via the network. Service provider information shall be processed for use in the kiosk if necessary.

The kiosk applications shall provide the capabilities specified below.

#### B.2.3.2.1 Basic Applications

Both the Pilot and Market Test units shall provide as a minimum: a) the full set of applications and functions specified in this SOW as required for the listed federal agencies and service providers and for two (2) localities in each of five (5) states, and b) fully functional databases, utilities, context related help, alternate access and smart search capability.

The contractor should plan, for purposes of costing the proposal only, for the installation of the Pilot Test units in the greater Washington, DC area, and installation of Market Test units in five (5) local areas each in Maryland, North Carolina, Ohio, Iowa, and Colorado. The USPS will provide the specific locations and the names of the selected states after contract award. Generally, a mix of large, medium, and small cities or counties will be chosen for installation in each of the five states.

It is intended that the information from In-Touch Colorado be integrated into this kiosk effort.

a) Form Printing --- Users shall be able to search for and print agency or service provider forms, and short, one page fact sheets or other official information. Printing shall be provided as a result of a general index search, specific "forms, fact sheets or other official information, etc. available" search, and at the appropriate place in wider ranging applications. The form printing application shall limit the number of copies of a form any one user may print. Multiple, large number of copies of forms shall be offered, however, as a request for mailing these forms home to the user by the appropriate agency.

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The database of electronic forms, fact sheets, and other official information shall be "automatically" updated from the change files prepared by the Application Maintenance Workstation or agency service providers and downloaded from the Transaction and Service manager overnight. If a core set of forms are stored on the CD-ROM, then updated or new forms shall be stored on the hard drive until such time when the CD-ROM is to be replaced. It may also be possible to store on the hard disk only the changes to a form, fact sheet, or bulletin stored on the CD-ROM.

The following is a non exhaustive list of forms, or type and selection of forms, or material, which shall be available for printing.

- Social Security Administration (SSA) forms and other official information
- United States Postal Service (USPS) forms and other official information
- Internal Revenue Service (IRS) forms and other official information
- Department of Veterans Affairs (VA) forms and other official information
- Health and Human Services (HHS) forms and other official information
- Immigration and Naturalization Service (INS) forms and other official information
- Selected local and state forms and other official information
- Electronic Benefit Transfer (EBT) service forms

b) Service Provider Information --- Users shall be able to search for and retrieve agency or service provider service information either from the kiosk's data base or via the network. Information shall be provided as a result of a general index search, specific "services, etc. available" search, and at the appropriate place in wider ranging applications. The database of service information shall be "automatically" updated from the change files prepared by the software maintenance workstation and downloaded from the service center overnight. If a core set of service information, such as the addresses, 800 numbers, etc., of providers, are stored on the CD-ROM, then it shall be possible to store and retrieve from the hard disk these changes to the information stored on the CD-ROM.

Information shall include as a minimum: 1) the location, 2) service hours, 3) services provided at a location, 3) telephone numbers and services, 4) access to information on the service provider's "home page" on Internet, 5) services which may be satisfied by mail, 6) answers to the 25 to 50 most frequently asked questions and answers from each service provider, 7) ZIP+4 look-up, 8) selected information from the USPS "electronic" Domestic Mail Manual and possibly the 9) directions to the nearest service location from the kiosk.

The user shall be able request and receive a short printout of the retrieved service provider

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information in the language in which the session was conducted. In the appropriate instances, the user shall be afforded the opportunity to receive the printout in English even when the session was conducted in another language. These opportunities shall be provided when the printout may be used as a request or instruction which then may be taken to the offices of the service provider, so that the user is afforded an opportunity to have his/her requirements presented in English and in terms which are unambiguous to provider personnel.

The above listed information shall be available, as a minimum, for the following federal, state, and local agencies and service providers in the previously identified five states:

### *Federal:*

Agriculture	Immigration and Naturalization Service
Census	Internal Revenue Service
Commerce	Office of Personnel Management
Labor	Park Service, National Parks (Dept. of Int.)
Electronic Benefit Transfer (Treasury)	Social Security Administration
Fed. Emergency Management Adm.	Treasury
Government Printing Office	US Postal Service
Health and Human Services	Veterans Administration
Housing and Urban Development	
Indian Affairs	

### *State:*

- educational institutions and opportunities; universities, colleges, grade and high schools, special courses; student loan information;
- health services; e.g. high blood pressure screening, prenatal care, inoculation, AIDS, alcohol and drug abuse treatment, poison control, etc.
- motor vehicle licensing requirements, driving record, motor cycle driver training, emission testing, etc.
- parks and recreational facilities; state tourism; historic sites; fishing/hunting information, etc.
- retirement benefits; senior services
- social services and benefits; child support
- Chamber of Commerce
- licensing, permits, certification; small business assistance
- state directory service; state publications
- state legislative action status and hearing notices

### *Local:*

- educational institutions and opportunities; community colleges, adult education courses; etc.
- county health services; daycare; senior services
- community self help groups/meetings
- special events, county fairs; county/local tourism

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- county parks and recreational facilities; beaches, skiing, sailing, hunting/fishing, etc.
- summer camps/programs
- transportation guide; bus, rail, and air terminals; local map, etc.
- building permit application; building code information
- recycling, waste reduction
- library services
- local legislative action status and hearing notices

c) No-Cost Service Requests --- Users shall be able to search for, request, or file at no cost for services from agency or service provider via the kiosk station which shall be fulfilled by mail, by the service provider. Requests for such services shall be initiated as a result of a general index search, specific "services, etc. available" search, and at the appropriate place in wider ranging applications. The database of services and the information necessary to process the request shall be "automatically" updated from the change files prepared by the software maintenance workstation and downloaded from the service center overnight. If a core set of information is stored on the CD-ROM, then it shall be possible to store on the hard disk, and retrieve from there, the changes to the information stored on the CD-ROM.

Some requests shall be satisfied by the kiosk station without transmitting the request to the service provider. Such transactions include instances where a kiosk stored formula or algorithm can calculate and provide answers using information obtained from the user. Examples include: calculation of W-4 Form withholding amounts, calculate mailing rates for different mailing options, compute Social Security or other salary and age dependent benefits, etc. and may include calculation of simple "what if" tax returns.

Some requests may be started only by the filing of the request and may, later on, require a visit to the offices of the service provider. In such cases the process shall be clearly described to the user so that false expectations are not raised in the mind of the user as to what is and what is not provided by the kiosk session.

Service requests which shall be transmitted to the applicable service providers capable of electronic transmission shall include as a minimum:

- Job bank searches and applying for a job
- Benefit information requests
- Requests for special forms and instruction books
- Change of address notification using a "check-off" list
- Temporary mail hold requests (USPS)
- Request for new or replacement Social Security, EBT, etc., service provider cards

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- Request information from a service provider on a pending "case" or claim
- Filing for local, state, and federal benefits

d) Service Requests Requiring Payment --- Users shall be able to search for and request agency or service provider services and purchase materials requiring payment by bank card in all states or "Electronic Benefit Transfer card" (e.g., Independence Card in Maryland) in at least one state, via the kiosk station which shall be fulfilled by the service provider off-line, by mail. Requests for such services shall be initiated as a result of a general index search, specific "services, purchases, etc. available with payment" search, and at the appropriate place in wider ranging applications. The database of services and the information necessary to process the request shall be "automatically" updated from the change files prepared by the software maintenance workstation and downloaded from the service center overnight. If a core set of information is stored on the CD-ROM, then it shall be possible to store on the hard disk, and retrieve from there the changes to the information stored on the CD-ROM.

Some requests may only be started by the filing of the requests and paying a filing fee and may, later on, require a visit to the offices of the service provider. In such cases the process shall be clearly described to the user so that false expectations are not raised in the mind of the user as to what is and what is not being paid for and provided by the current kiosk session. Such notification shall require that the user check-off that he/she has understood the process and that continuing in the application constitutes agreement with the process.

The kiosk stations shall provide the following service and purchase requests to the applicable service providers capable of electronic transmission as a minimum. These requests shall require a bank card transaction and shall be transmitted to the applicable service provider.

### *Purchase Requests Requiring Payment*

- Purchasing/ordering one or more items from a selection of approximately 12,000 titles from the Government Printing Office
- Purchasing/ordering one or more philatelic items from a selection of such items
- Purchasing/ordering one or more stamps-by-mail items from a selection of such items
- Purchasing/ordering one or more numismatic items from a selection of such items
- Purchasing EE Bonds

### *Service Requests Requiring Payment*

- Motor vehicle registration renewal and traffic fine payment



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- Paying for and filing for a naturalization request
- Reserving and paying for a state park reservation --- requires an on-line transaction

### B.2.3.2.2 One-stop Service Applications

As stated above, the key requirement of the kiosk station is to better serve the public using a "one-stop service" model. Following this model, the kiosk station application set shall include applications which are designed to provide services and information related to specific real life issues. These applications shall be designed to provide the appropriate services and information without the user having to know in advance who the individual service providers are or where the information is coming from. In these applications, the kiosk station shall front end, and in effect combine, several of the services and information requests which can be provided in response to specific individual requests (see above).

This effect shall be achieved, for instance, by the application requesting that the customer answer a series of questions, or make concurrent selections. In this process, the application shall determine from the answers received, or selections made by the user, what the user needs are, what services are needed, who the potential providers are, and look-up in its database or accessed via the network, what the requirements for getting the services are, and the information needed by the providers to process the request or file the application for these services.

Common information such as name and address, Social Security number, etc. shall be requested from the user only once and transmitted to all interested parties without the customer having to "fill in" this information repeatedly. The user shall be able to go through this process in the selected language while the information transmitted to the providers shall be in English. Also see Privacy Act requirements.

The kiosk station shall in effect cause the filing of the appropriate forms (if requested by the user). This shall be accomplished by the system subsequently transmitting electronically, to each of the involved service providers those data elements which are necessary to complete that service provider's part of the transaction.

Before concluding the session, the system shall advise the user as to which agencies the form(s) or request(s) are to be transmitted and require the user's permission to do so. The user shall also be able to request at this time a printout, in English or the selected language, a detailed record of all that has transpired. He/she may also request "copies" of the submitted "forms," or may elect to file these forms personally instead of allowing the system to do so.

The one-stop service applications provided in Phase I shall include as a minimum:

- a) Job search --- This application shall provide information on entitlement, benefits, provide job bank searches obtained and derived from the Office of Personnel Management (Macon, GA) and Department of Labor (ALEX) database, list qualifications for jobs when available, and provide

for applying for a job and unemployment benefits. It shall list the providers of different types of local state, and federal job help services available to the user. The user shall have the opportunity to request that information packets be mailed to him/her from the appropriate service providers.

b) Retirement --- This application shall provide information about entitlement, benefits, and where possible, the kiosk shall provide the means for the user to apply for the benefits. It shall list the providers of different types of retirement help services available to the user: local, state, and federal (VA, SSA, Railroad, etc.). As part of this application, the user shall have the opportunity to request that information packets be mailed to him/her from the appropriate service providers.

c) Health issues --- This application shall provide information about, and the entitlement and benefits related to, different health issues and concerns (e.g. pregnancy, maternity, AIDS, aging, cancer, high blood pressure, etc.), and shall also provide applying for qualified benefits. It shall list the providers of different types of health services available to the user, and allow network access to servers of these providers (local, state, or federal). As part of this application, the user shall have the opportunity to request that information packets be mailed to him/her from the appropriate service providers.

d) Moving --- This application shall provide information on the issues related to moving to another area. It shall include procedures on how and where to get information about an area, schools, job opportunities, climate, cost of living, demographics, medical facilities and services, retirement homes and services, etc. As part of this application, the user shall have the opportunity to file change of address requests via the USPS and request that information packets be mailed to him/her from various chambers of commerce and service providers.

e) Birth or death --- This application shall provide information on the issues and procedures related to a birth or a death. The user shall be provided with information and the opportunity to file the appropriate papers with agencies, courts, service providers, etc. For example, on the birth of a child the user shall be able to fill out and print the appropriate forms to notify INS, request a Social Security card, etc. On the death of a family member, the user shall be able to fill out and print the appropriate forms to notify the service providers and retirement providers, get tax information if desired, etc. The user shall be provided with a check list as a memory aid, and provided with a list of the documents needed for submission to courts, city clerk, and service providers when appropriate. The user shall also be provided with the opportunity to apply for survivor's benefits when appropriate.

#### B.2.4 Kiosk Presentation Development and Support Services

In addition to providing the presentation software for the kiosk systems, the selected contractor shall also supply multimedia presentation development and support, facility, personnel, software tools, and other development and production services during the performance of this contract.

It is anticipated that close consultation and intensive interaction will be necessary between the

presentation developers and the subject matter experts in the individual agencies. A Washington, DC greater metropolitan area facility and the availability of presentation development personnel familiar with participating agencies is, therefore, considered to be necessary for a successful kiosk presentation development program.

The Postal Service will identify the participating agencies, negotiate their agreement to participate, and identify the agencies' content specialist(s).

#### B.2.4.1 Facilities

The contractor shall provide a facility or facilities in the greater Washington, DC area for performing the presentation development and support, integration, and testing of the kiosk stations. This facility shall provide and house the support services required: a) to interface with the various government agencies, local, state, and federal, in order to develop the content for applications, b) for demonstrations and briefings, c) to act as a "window" to the contractor's application development process, and d) for the application software and hardware integration effort.

The offeror shall describe in the proposal the facilities and means to accomplish these requirements.

#### B.2.4.2 Multimedia Hardware and Software Resources

The contractor shall provide and maintain for the period of this contract: facilities, complete multimedia development and supporting hardware, software, and documentation which shall include but not be limited to:

- a) All hardware, software drivers, libraries, and utilities used to prepare and execute the presentation software.
- b) All compilers, linkers, interpreters, editors, and debuggers used in development, test, and support.
- c) All special purpose development environments, multimedia authoring tools, test-bed tools, and other unique and essential development software and hardware. Where appropriate, applications related to Internet access, or intending to provide the look and feel of Internet, shall be developed using "Mosaic" or other equivalent commercially available graphical user interface software.
- d) All hardware and software necessary to capture and digitize video and audio materials, edit these captured sequences, compress the results onto digital storage media for the kiosk, and integrate these materials with supporting graphics for presentation on the kiosk.
- e) Video and audio production facilities for the purpose of creating video and audio materials for use in presentations.

### B.3 NETWORK SUPPORT REQUIREMENTS

Kiosk station functions shall be supported by data, information, and transactions communicated to and from various agencies and service providers via a network. Servicing the network connection, transaction processing, and operating and managing the kiosk stations shall be the task of the "Transaction and Service Manager."

The contractor shall provide the Postal Service with the hardware, software, and personnel to perform the required services to manage the operation of the kiosk stations. Some of the requirements may only be satisfied by writing specific application software packages, others may be satisfied by purchased commercial off-the-shelf (COTS) software. In either case it shall be the contractor's responsibility to design, test, maintain, and provide a seamlessly integrated set of "Transaction and Service Manager" functions and equipment.

The offeror shall provide a description in the proposal for incremental upgrading of the Transaction and Service Manager to provide a potential of 100,000 connections including kiosk stations, other potential network users (e.g. PC access), and service providers.

#### B.3.1 Transaction and Service Manager

The transaction and service manager functions may be performed by a centralized "mainframe", "mini", networked computer, or possibly by a distributed system. Its main functions are to manage the kiosk system and to insure that the appropriate information is provided to the user at the kiosk. The transaction manager shall determine which agency or service provider the transaction is destined for, and shall make the appropriate conversion and file transfer. In situations where the service provider is unable to respond to computer queries, the service manager will be required to obtain, store, maintain, and deliver to the kiosk the necessary information. The kiosk shall communicate with the Transaction and Service Manager via the Postal Routed Network utilizing the TCP/IP protocol suite. This method of communication is also preferred for transmitting information to and from the diverse information providers.

The development and documentation of the Transaction and Service Manager software shall conform to the requirements of USPS: Handbook AS-804, IS Design Standards; Handbook AS-805, ADP Security; and Handbook AS-808, System Development Methodology.

##### B.3.1.1 Transaction and Service Manager Functions

The Transaction and Service Manager shall:

- a) receive data from the kiosk stations and direct it to the appropriate agency's client/server mechanism specified for electronic information acceptance. If an agency's computer is unavailable, or the transaction is scheduled for "batch" processing, data from the kiosk stations shall be stored until the target host becomes available or until the time of the scheduled batch transmission. The software shall provide where necessary the data conversion function between the kiosk stations and the connected agency or service provider. Transaction requests from kiosk

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stations shall be converted where necessary to the appropriate formats for processing by agencies.

b) maintain databases of updated information, or obtain from agency databases updated information, which shall then be processed and distributed to individual kiosk stations as appropriate for the station's location. These updates shall take place at a frequency designed to keep kiosk resident data current. (Also see Section B.1.9.1.2.) An example of a required data service function is the necessity to maintain the kiosk resident job-bank database current with updates derived from the daily agency feed from Macon, GA.

c) provide the operational, system management, and kiosk station service applications. These shall include but not be limited to: 1) the maintenance management software; 2) the kiosk stations' activity files and report generation software; 3) the user survey files; 4) security and access management; 5) software update version control and history files; 5) payment and bank card transaction logs and files; and 6) kiosk system operations monitoring software and displays.

d) manage and provide for accumulating the appropriate charges to agencies and service providers and perform the "billing" process. This application may require maintaining many different "charge" models and maintaining the data required to support these charges.

e) monitor data which is maintained and stored by agencies in the system for use by the kiosk stations;

f) provide the access and communications to banking networks to accomplish bank card transactions;

g) provide the necessary safeguards to ensure the security of the communications and passwords processed through the system. The offeror shall describe in detail the protection provided by the proposed system.

h) assure that the government electronic information dissemination services available to the kiosk stations, including the data specified in (e) above, shall be made available to desk-tops across the Postal routed network and other TCP/IP networks.

i) provide the kiosk stations with the capability to conduct secure financial transactions. The Transaction and Service Manager shall provide the ability to interact with the Electronic Commerce System under construction in the San Mateo, CA Postal Data Center.

### B.3.2 Processor(s)

The transaction manager processor(s) shall be designed using open technology that will allow the USPS to purchase "off the shelf" add on cards and peripherals as future needs arise. Proprietary processor technologies with limited availability will not be acceptable.

#### B.3.2.1 Operating System

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The operating system software which is supplied for the transaction manager shall be a multi-tasking and multi-threading operating system capable of executing multiple concurrent tasks without delays detectable to the user.

All software drivers, libraries, communication modules, etc. which are necessary to extend the functions of the operating system in order to support the full required functionality of the processor shall be supplied. This software shall be fully integrated with the operating system and be fully accessible to support all required functions of the Transaction and Service Manager.

Only such operating system technology which is found in standard business applications shall be utilized in the kiosk system. Operating system software for the transaction and service manager shall be supported by at least two separate and credible sales and service vendor organizations.

### B.3.2.2 Mass Storage Management

The Transaction and Service Manager functions shall be supported by a highly reliable mass storage subsystem which shall provide automatic back-up, alternate storage, and other safety and security provisions for the resident data.

### B.3.3 Power Management

#### B.3.3.1 Surge Protection

Surge protection shall meet the requirements of:

IEEE Standard Guide on Surge Voltage in Low Voltage AC Power Circuits, Final Draft, dated 2 August 1980.

The equipment delivered to the USPS shall be equipped with power protection in the form of industry standard surge suppressor capable of protecting the equipment from interruptions in service due to electric transients found in typical light industrial electrical service power. In addition, these surge suppressor shall protect the equipment from damage due to spikes or surges in the electrical power supplied.

#### B.3.3.2 Battery Backup Power

Equipment required to provide services to the kiosk system shall be supplied with battery backup power and backup battery charging system. Upon failure or brownout of normal external power, the battery backup shall prevent any interruption of processing until an orderly shutdown has been achieved. The battery backup power system shall notify the controlling processor through RS232 serial port connection or similar mechanism that a power failure has occurred.

The battery backup power system shall provide to the equipment sufficient power to execute an orderly shutdown of all functions, to include at a minimum:

- a) Completion of any transaction receipts in an expeditious and fully correct manner.
- b) A signal to any attached kiosks that no further transactions should be sent to the Transaction and Service Manager.
- c) Flushing and completion of all file I/O, database "commits", index updates, and telecommunications exchanges.
- d) A pro-active network or dial-out modem communication attempt to advise the maintenance organization of this outage.
- e) Orderly closing of all files, databases, and telecommunications connections.
- f) Orderly "shutdown" of the controlling processor's operating system.

The controlling processor shall automatically "reboot" and return to service in unattended fashion upon restoration of external power.

#### B.3.4 Network Communications

The Kiosk stations and the Transaction and Service Manager shall communicate through a network connection as described below. Integration and connection of each Kiosk station into the network will be determined individually for each station depending on the location of the station and the available network connection. As a consequence, the communication interface installed in Kiosk stations may vary according to location and the networking requirements.

The USPS plans to integrate the Kiosk stations into an existing routed network which supports TCP/IP; therefore, the offeror's proposal shall provide this capability.

Network integration strategy for the Phase I Kiosk stations will consist of utilizing connectivity to the Postal Routed Network (USPS - TCP/IP based network), including dialing into the Postal Routed Network where necessary.

The NNSC in Raleigh, NC will take responsibility for all telecommunications connectivity for the kiosk system during Phase I, regardless of where kiosks may be located. In cases where the kiosk is located in a postal facility, NNSC expects to use the Postal Routed Network (where available) to move data through the system. When a kiosk is located in a non-postal location such as a mall or library, NNSC will make the determination of how best to provide the appropriate communication service, e.g. high-speed modem dial-up, VAN, or whatever else may be required.

NNSC, however, will be responsible only for providing the connectivity from the "skin" of the kiosk to the "skin" of the Transaction and Service Manager and/or the "skin" of the agencies' network or server. NNSC will not be responsible for ensuring that the kiosk system is operational. In case of a system failure, and at the time of installation, NNSC need only confirm

that connectivity is present. It shall be the kiosk contractor's responsibility to keep the system up and running.

**B.3.4.1 Telecommunication**

The Kiosk stations and the Transaction and Service Manager shall be capable of supporting several different telecommunications interfaces. All interfaces will not be required on all Kiosk stations. These interfaces shall be available and shall be installed individually as required for the intended destination of the Kiosk station. The Transaction and Service Manager shall be able to communicate with any Kiosk station regardless of which interface the station is equipped with.

The Kiosk stations shall be equipped with one of the following interfaces as required:

- a) Serial digital interface, V.35, full duplex synchronous from 56 Kbps to 1.544 Mbps inclusive.
- b) IEEE 802.3 Ethernet AUI interface.
- c) IEEE 802.3 Ethernet 10Base-T interface.

The Kiosk stations shall support wide area network transmission rates of 56 Kbps to 1.544 Mbps (capable of providing or accepting clock at all standard rates in this range). Both the Kiosk stations and the Transaction and Service Manager shall support 802.3 Ethernet standards at 10 Mbps.

**B.3.4.2 Telecommunication Protocol Support Requirements**

Kiosk stations and the Transaction and Service Manager shall support:

- a) Transmission Control Protocol (TCP) as described in Internet RFC 793;
- b) Internet Protocol (IP) as described in Internet RFC 1349;
- c) Internet Control Message Protocol (ICMP) as described in Internet RFC 792;
- d) Remote Log-in i.e. TELNET protocol as described in Internet RFC 854;
- e) have an SNMP agent supporting Management Information Base MIB I and MIB II definitions as described in Internet RFC 1213 with support for all GET commands;
- f) Internet Simple Mail Transfer Protocol (SMTP) as described in Internet RFC 822 and 821; and
- g) File Transfer Protocol (FTP) RFC 959.

**B.3.5 Software Downloads**



- a) All software contained within the kiosk system, except for that residing in ROM, shall be accessible through a network connection to the kiosk system utilizing the TCP/IP protocol suite. Remote host systems shall be able to connect to the kiosk using TCP/IP, and shall be capable of replacing kiosk software utilizing the File Transfer Protocol.
- b) Usage of this mechanism for updating kiosk software shall be part of an integrating software configuration management plan which shall in turn be utilized by contractor personnel to control and coordinate changes to Kiosk station software.

**B.3.6           Store and Forward**

The Kiosk stations and the Transaction and Service Manager shall recognize a communications failure and store messages until the time communications are restored. When communications are restored, the Kiosk stations and the Transaction and Service Manager shall forward all stored messages. Notice of communication path failure shall be forwarded to a network manager device.

**B.3.7           System Access Via the Internet**

The Transaction and Service Manager shall provide access to the kiosk information system via an Internet connection. This feature shall mimic normal kiosk operation for users with high bandwidth Internet capability. Care must be taken to insure that access to the system via this port is restricted to authorized activities.

**B.4             DEMONSTRATION UNITS**

One of the demonstration units shall be installed in U.S. Postal Headquarters, Washington, DC. These demonstration units shall be used to test and demonstrate key issues raised in the "Benchmarking" report described below in this document, and defined in the design reviews.

The contractor shall provide the personnel, services (e.g. maintenance), and materials (e.g. printer paper) required to conduct the demonstrations. Demonstration shall run up to thirty (30) days.

As defined as a result of the hardware and presentation design reviews, these units shall:

- a) demonstrate the "look-and-feel" and "cross-agency, one-stop-shopping" design of the user interface,
- b) demonstrate a minimum of one (1) of the "one-stop service" applications. These applications shall include multiple service providers on the state and federal levels.
- c) demonstrate electronic benefit transfer services related transactions,
- d) demonstrate the printing of forms, and the delivery of installation relevant, state and federal agency and service provider specific information,

- e) demonstrate the "intelligent search" and "alternate access" capabilities,
- f) demonstrate the appearance of the kiosk station enclosure design.

Each demonstration unit shall be able to run: a) all specified federal applications, b) state specific applications for Maryland, and c) some Washington, DC information may also be required. Simulations, emulations, and modeling approaches may be implemented to provide content behind the screens where appropriate.

At the conclusion of this demonstration, the equipment and software shall be refurbished for use in the Pilot Test units.

#### B.5 PILOT AND MARKET TESTING

Phase I shall include both a Pilot Test and a Market Test effort. The Pilot Test shall demonstrate the functionality of the kiosk stations in a network environment. The Market Test shall evaluate the viability of the Government Connection program.

Both the Pilot and Market Test units shall contain as a minimum: a) the set of applications specified in this SOW as required for the selected federal agencies, states, and localities, and b) fully functional databases, utilities, context related help, alternate access and smart search capability.

Both the Pilot and Market Tests shall be conducted using the Transaction and Service manager, including the kiosk management functions, the maintenance management functions, and the Application Maintenance Workstation functions.

##### B.5.1 Pilot Test

As part of the Pilot Test, the contractor shall: a) demonstrate the full functionality of the kiosk stations, b) demonstrate the full functionality of the Transaction and Service Manager, c) debug the integrated kiosk stations and network operations, and d) demonstrate the full functionality of the Application Maintenance Workstation. Twelve (12) kiosk units shall be built for use in the Pilot Test. The Pilot Test units shall be installed in Maryland and Washington, DC locations.

The Pilot Test stations shall contain the tested applications for: a) five (5) localities in Maryland, b) all the specified federal service provider applications, and c) some Washington, DC information may also be required.

##### B.5.1.1 Personnel and Materials

The contractor shall provide the operating personnel, services (e.g. maintenance and paper replacement), and materials (e.g. printer paper) required to conduct a two (2) month Pilot Test.

##### B.5.2 Market Test

The Market Test kiosk stations shall contain the full set of applications for: a) each of the remaining four states as identified in Section A: Items and Prices of the Solicitation, with the appropriate localities each, as required for the selected locations, b) the specified federal service providers, and c) some Washington, DC information may also be required. A mix of large, medium, and small cities or counties will be chosen for implementation in the selected states.

**B.5.2.1 Personnel and Materials**

The contractor shall provide the operating personnel (e.g. system operation, maintenance), services, (e.g. changing printer paper), and materials (e.g. printer paper) required to support the operation of the system and kiosk stations during the three (3) month Market Test.

**B.6 APPLICATION MAINTENANCE WORKSTATION**

The contractor shall develop, test, and deliver a stand-alone software package and workstation for maintaining and updating the resident application software and database in the kiosk stations. This workstation shall provide the capability to change, update, add, and remove: screens, screen elements, data, text, voice, etc. used in the kiosk resident presentations.

**B.6.1 Application Maintenance Workstation Software**

The Application Maintenance Workstation (AMW) software, in concert with the kiosk stations' operating system and database CASE tool, shall be capable of updating, through the generation of change files, the stations information index, text files, help files, display files, display command structure, etc. necessary to update and refresh the resident presentation materials. The capability shall be provided to have the changes take place at a predetermined (programmed) time (e.g. at night) and date independent of the time of distribution of the change files.

The AMW shall be designed to be used by an individual with minimal training in the use of the software, using a stand alone, desk-top software maintenance workstation. The output of the AMW shall consist of change files which shall be recognized and implemented by the kiosk stations' operating system. These files shall be configured to be transmitted to the kiosk stations via the dial-up telephone lines from the AMW. Substantial and major changes or updates shall also be capable of being distributed to stations via a diskette which will be loaded by a maintenance person.

The AMW shall provide a set of "selection" and "fill in the blank" type screens to the software maintenance person, leading her/him through the maintenance session. The maintenance screens available in a session, the "next screen," and selections on a screen, shall be provided "automatically" i.e. determined by the software as the session proceeds, from the inputs provided by the user. The AMW shall retain the unchanged version of the presentation until it is intentionally purged through a fail safe procedure, and shall provide the option to the operator to "undo" a change at any time. Tested and verified change files shall be given a change number, logged in by the AMW, and retained in protected storage.

In addition the AMW shall provide:

- contextual help for each maintenance screen,
- an on-line tutorial which shall include an interactive practice maintenance session, and
- an on-line operator manual.

The development and documentation of the AMW software shall conform to the requirements of USPS: Handbook AS-804, IS Design Standards; Handbook AS-805, ADP Security; and Handbook AS-808, System Development Methodology.

#### B.6.2 Application Maintenance Workstation Hardware

The Application Maintenance Workstation(s) provided by the contractor shall include the hardware and software necessary to fully emulate a deployed kiosk station. As part of a maintenance session, the operator shall be able to "run" the changed presentation by in-putting the changes into the kiosk emulator through the same path the change files will be introduced in the field and so test, end-to-end, the results of a change.

The capability of the AMW to edit and generate updated CD-ROM discs for stored image and video files shall depend on the design (architecture) of the kiosk station's mass storage subsystem and shall be discussed fully in the proposal.

#### B.7 "BENCHMARKING" REPORT

The contractor shall survey current kiosk designs and kiosk information and service delivery programs. The report shall summarize and discuss the pros and cons of different kiosk design and program approaches, and shall identify issues which require future investigation and development. Particular attention shall be focused on how different kiosk programs solve or leave untreated issues relating to information search and retrieval, filling out "forms" by inexperienced users, and authenticating the identity of the user.

Pictures, drawings, promotional materials, published descriptions and case histories, etc. shall be included as appropriate to illustrate observations and recommendations. Examples shall be presented demonstrating successful "best-of-breed," unsuccessful, and controversial designs and kiosk programs. The report shall tie the usage experienced in the various programs investigated to the delivery of specific goods and services.

#### B.8 TECHNICAL DATA PACKAGE

The contractor shall prepare a Technical Data Package (TDP) containing: a) the production Kiosk Station and Kiosk System Specifications, b) the Application Requirements Document, and c) the Operating Plan.

The TDP shall specify the requirements of the kiosk system, production kiosk station hardware, software, and applications of the kiosks in sufficient detail for Phase II production kiosk station fabrication, installation, and maintenance, as well as: a) kiosk, b) Transaction and Service Manager, and c) network operations. These documents shall contain sections or volumes for the appropriate deliverable software and hardware documentation.

The TDP shall also contain all the software and multi-media applications and documentation that was used during Phase I: a) for the kiosks to operate and perform their functions, b) to perform kiosk management and maintenance functions, and c) to perform the operational and connectivity functions of the deployed system.

a) The TDP shall provide functional, performance, and fabrication or procurement specifications for all hardware and software to be contained within the kiosk stations and the Application Maintenance Work station. Fabrication drawings and bills of materials shall also be included. A separate volume shall specify the Transaction and Service Manager and network requirements. (Also reference: USPS Management Instruction, Filing Number AS-710-92-9.)

b) The Application Requirements Document shall specify the requirements for the preparation of future local, state, and federal applications. This document shall specify as a minimum: 1) what category of information is required to be provided for each application type from each of the service providers identified as necessary contributors to the application, 2) the preferred format (template) for receiving the information content from the service providers identified (e.g. as a "story-board" with text, published instructions or guides, database access), 3) the file formats required for text, data, motion video, paper forms, digital graphics, maps, etc., and 4) the look-and-feel of the applications and provide the library ("tool-box") of software modules for the visual and control objects to be used on the screens.

c) The Operating Plan shall describe the infrastructure and resource requirements including but not limited to: personnel, management structure, cash-flow, offices, and a complete listing of the hardware and software necessary to manage, maintain, and operate a nationally deployed Government Connection system.

d) The contractor shall include in the TDP a test plan and procedures for testing the production kiosk station units. This plan shall provide a detailed listing of the functions to be tested and how each of these tests are to be performed. This document shall reflect the changes made in the kiosk station hardware and software as a result of the Pilot and Market Tests and reflect the requirements and specifications of the TDP.

#### B.9 MAINTENANCE

The contractor shall provide the maintenance and service as specified in Part 1, Section B, of the solicitation, for each of the installed kiosk stations as well as the maintenance required for the Transaction and Service Manager and Application Maintenance Workstation.

#### B.10 INSTALLATION

**B.10.1 Installation Plan**

The contractor should plan for the installation of the Pilot Test units in the greater Washington, DC area and installation of the Market Test units in five (5) local areas each in each state identified in Section A of this solicitation.

**B.10.2 Kiosk Station Installation**

The contractor shall perform all installation tasks. Installation shall consist of the site survey, delivery, installation, and the acceptance testing of the kiosk station. The USPS may, however, elect to install some of the individual kiosk stations. The contractor shall provide reusable shipping containers for the secure shipment of kiosk stations.

As part of the site survey the contractor shall ascertain that power and communications are available as required, that the site is suitable in all particulars, and that installation may proceed as scheduled. It shall be the contractor's responsibility to notify the appropriate parties in sufficient time to effect remedial action if the site survey uncovers difficulties. At the conclusion of the site survey, the contractor shall certify that the site is ready for the installation.

**B.10.3 Transaction and Service Manager Installation**

The contractor shall implement and operate the Transaction and Service Manager in Raleigh, NC. Implementation shall consist of the delivery, installation, and acceptance testing of the system hardware and software as appropriate.

The Transaction and Service Manager shall be operational 24 hours a day, 7 days a week throughout Pilot and Market Testing.

**B.11 ACCEPTANCE TESTING**

The contractor shall be responsible for conducting acceptance tests of various kinds during this project. Each acceptance test shall be conducted in accordance with a COR approved test plan. Test plans shall contain test procedures and unambiguous fail/pass criteria for each function and performance parameter to be tested. At the conclusion of each test, the contractor shall prepare a concise report for submission to the COR. The report shall include the test results and when necessary, a plan for corrective action(s). The test plan, the data collected, the scoring sheets, and test data analysis shall be included as attachments to the report.

Acceptance tests shall appear on the project schedule as major milestones. The contractor shall be responsible for the resources required to conduct the tests. The tests shall be conducted at a time and place approved by the COR. The COR, USPS, and additional agency personnel will be present to witness the tests.

The following tests shall be performed by the contractor:

- a) Demonstration unit acceptance tests
- b) First article acceptance test
- c) Pilot Test unit acceptance tests
- d) Transaction and Service Manager acceptance test
- e) Application Maintenance Workstation acceptance test
- f) Network/communications test
- g) Market Test unit acceptance tests
- h) System readiness test

**B.12 CONTRACTOR SUPPORT**

**B.12.1 Presentations and Agency Liaison**

The contractor shall provide presentations to service provider management, and liaison and support services as required for the smooth running of this project.

**B.12.2 USPS Communication**

The contractor and the COR shall maintain close contact during the performance of this project. The contractor shall contact the COR at least once a week by telephone to discuss current activities and concerns. If at all practicable, these telephone contacts shall be by speaker-phone and shall include the key technical contributors as appropriate. The monthly report should not be the first and only vehicle by which the COR is made aware of the current concerns and status of the project.

The COR and other USPS representatives shall be invited to meetings with prospective hardware and software vendors, agency and other service provider meetings, and to any key internal technical and project reviews.

Frequent project status review meetings shall be scheduled for the duration of the project.

**B.13 FUTURE CAPABILITIES**

The following requirements represent additional kiosk features and capabilities which may be required to be incorporated into the kiosk station's functionality in the future. The design of the basic kiosk shall reflect awareness of these requirements and shall be such as to provide an easy path for providing the following future requirements.

## The Government Connection Project

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Additional accommodations for the Physically Challenged

Dial-in Modem Access

Voice Recognition

Video Capture

FAX

Optical Character Recognition (OCR)

Customer Input

Telephone and Video Support

Postage Vending

Remote Multimedia Applications Support



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## Attachment B

### Ergonomic Requirements

#### 1.0 SCOPE

This document defines ergonomic requirements for the Government Connection kiosk station's visual display terminal. The requirements are divided into two parts - hardware requirements (visual display terminal (VDT) and keyboard/pad), and kiosk station enclosure dimensions. Some ergonomic software requirements for screen format, and error message display are also provided.

USPS ergonomics requirements shall facilitate user – machine information exchange and provide economy of motion. The system shall be designed to minimize error conditions and user fatigue. Accepted ergonomics practices mandate a design where the requirements for VDT, input device, and software are totally integrated.

THE CONTRACTORS SHALL COMPLY WITH THESE REQUIREMENTS OR PROVIDE THE EQUIVALENT OR BETTER VALUES. THE USPS WILL REVIEW THE EQUIVALENTS AND DETERMINE IF THESE REQUIREMENTS ARE ACCEPTABLE.

#### 2.0 REQUIREMENTS

##### 2.1 Visual Display Terminal (VDT) – Hardware Requirements

The minimum requirements for the VDT are:

Luminance:

Screen luminance:	75 cd/m <sup>2</sup> - 200 cd/m <sup>2</sup>
Character luminance:	10 cd/m <sup>2</sup> - 20 cd/m <sup>2</sup>

Display Image:

The VDT shall be a non-interlaced monitor, displaying dark characters on a light color background to increase contrast and reduce glare and reflection.

Reflection and Glare:

A hood, optical coatings, or filter control shall be provided to reduce reflection and glare.

Finish and Luminance of the Surrounding Area:

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Surfaces adjacent to the scope shall have a dull matte finish. The luminance range of the surrounding area shall be between 10 to 30 % of the screen background.

**Phosphor:**

Shall provide a light color and meet the refresh and persistence requirements.

**Persistence:**

Persistence shall be from Short to Medium

Short	=	1 us	to	10 us
Medium to Short	=	10 us	to	1 ms
Medium	=	1 ms	to	100 ms

**Refresh Rate:**

The refresh rate shall not be less than 70 HZ for non-interlaced (not less than 100 HZ for interlaced) with no perceivable flicker on positive display in focal or peripheral vision.

**Jitter:**

Erratic movement or sweep traces on VDT screens shall be diminished so that they are not detectable by the user. As an example, for 80 cd/m<sup>2</sup> bright screens, the physical jitter at 10 HZ shall be less than 15 seconds of arc.

**Hand Capacitance Effects:**

Aluminized backing of the screen shall be provided for applications where the user's hand comes close to the screen (e.g. touch screen monitors).

**Burning of Screen:**

Anti-burn techniques shall be used to eliminate burning of the screen.

**Geometric Distortion:**

Variations in the geometric location of a picture element shall be equal to or less than 0.0002 mm per mm of viewing distance.

**Screen Shape:**

Screen shape shall be rectangular and low curvature.

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**Useful Screen diameter:**

The useful screen diameter shall be a minimum of 17 inch on the diagonal.

**Display Controls:**

Controls shall be provided for adjusting illumination, color saturation, displayed screen position, and contrast. These controls shall be available only to the maintenance person.

**X-Ray Emission:**

DHHS Rules 21 CFR Subchapter J - Part 1000-1030 shall be followed.

NOTE: Center for Devices and Radiological Health (CDRH) requires that VDTs with more than 0.4 mR/H should be tested by the Center for X-ray emission. CDRH requires all imported terminals to be tested by the Center for X-ray emission.

**2.2 Visual Display Terminal (VDT) – Display (software) Requirements**

**Legibility Requirements:**

Characters shall be designed, or the fonts selected, so as to avoid 'look alike' pairs which might be confused with one another (e.g. B, 8 and 5; O and 0 (zero); Z and 2)

**Dot Matrix:**

The text dot matrix shall be no less than 7 x 9

**Character Height:**

For display of text, upper/lower case height shall be no less than 1/4 inch. For titles and captions the character height (upper/lower case) shall be no less than 1/2 inch.

**Keypad or Keyboard Design Requirements for Touch-screen Display and Data Entry**

An ergonomic keyboard shall provide for rapid, accurate, and unobstructed visual search and data entry. The keyboard design and layout shall minimize user error rates, memorization, and reach requirements. Specifically:

Layout and Configuration – A touch-screen keyboard shall have an "ABCD"

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configuration (which may be selected to display "QWERTY" when necessary) and the dimensions provided in Table 1.

Operator feedback – Operator feedback shall include information that: a) the key was pressed, b) that the next operation has been initiated (where applicable), and c) that the entry was successful

Dimension and Separation – See Table 1. for these requirements

Key-top Label Dimensions – See Table 2. for these requirements

Key Titles – Key title shall represent precisely the function it invokes. Titles shall be dark characters (preferably black).

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TABLE 1 - Minimum Keyboard Dimensions and Separation

	Alphanumeric	Special Function
Key Top	1/2 x 1/2 in.	1 1/4 x 7/8 in.
Center to Center	3/4 in.	1 3/8 in.
Separation	1/4 in.	1/8 in.

TABLE 2 - Minimum Font/Label Dimensions for Alphanumeric Keys

Font Height	3/16 in.
Font Width	1/8 in.
Space Between Letters	1/16 in.
Space Between Lines	1/8 in.

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### 3.0 ENCLOSURE REQUIREMENTS

The Visual Display Terminal and touch screen shall be installed in the enclosure where the location of the highest touch point shall be accessible by the 5th percentile female (small female) wheelchair user.

The angle of the monitor should be at about 30 degrees to accommodate the majority of the customer population.

The enclosure ledge height, if provided to place personal articles or be used as writing space, shall be at about 31 inches from the floor and the ledge depth shall be between

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6 and 8 inches deep. The ledge shall slope down to prevent the accumulation of liquids. The enclosure shall have a kick space of 4 inches high and 4 inches deep.

### 3.1 Wheelchair User Access Requirements

The enclosure shall be designed in such a way that it provides access to the kiosk station functions to wheelchair users. The following measurements will accommodate the 5th percentile female to the 95th percentile male wheelchair population required to comply with the American Disability Act (ADA).

#### Frontal Reach Dimensions (inches)

	5th % Female	50th % Female	50th % Male	95th % Male
eye level	42.8	46.3	48.6	51.1
high reach	45.5	51.5	55.5	59.25
max. forward reach	31.3	34.25	36.3	38.3
easy forward reach	18.5	20.25	21.3	22.3
chair arm to toe	12.5	14.5	16.5	18.5
thigh height	23.5	24.5	25.5	26.5
toe height	8.75	6.5	5.75	8.5
toe clearance	4.5	5.75	7.3	8.75

#### Side Reach Dimensions (inches)

	5th % Female	50th % Female	50th % Male	95th % Male
high reach	53.0	59.3	64.6	71.2
high reach w/12"				
counter	48.5	55.5	59.0	67.7
max. side reach	22.25	23.75	26.9	30.1
easy side reach	16.25	17.3	19.9	22.5
high shelf	43.5	50.0	56.0	60.0
high shelf w/12"				
counter	38.0	47.0	54.0	60.0
counter height	31.0	32.0	33.0	34.0
low shelf	18.75	17.3	13.3	10.0

Based on these requirements, the following dimensions shall not be exceeded:

	Inches
height of the bank card slot	45.0
height of the keypad/board	45.0 (touch-screen display)
height of the top of the screen	52.0 (without 12 inch counter)
height of printer dispenser(s)	45.0

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The center of the highest touch target on the monitor shall not be higher than 50 inches from the floor.

#### 4.0 REQUIREMENTS FOR SCREENS AND MESSAGES

This section contains the ergonomics requirements for the development of all display screens and messages. These requirements include the basic specifications for maintenance and service screens and messages. These requirements shall also be followed for all interactive transaction designs and be incorporated wherever appropriate for multi-media presentations.

##### Error Messages And Prompts

Error messages shall be developed by the system to designate a variety of error types. Error messages shall be displayed immediately after an error occurs. The system should not allow the user or maintenance/service operator to proceed unless the error is corrected.

Prompts are messages from the system instructing the user or maintenance/service operator how to proceed. Where it is necessary to guide the operator through a procedure, prompting messages shall be used. However, good design practices shall minimize the necessity to use prompting messages.

All prompts and error messages shall be distinguished from other text by being displayed in a specific format using a distinctive font. All error messages shall be in upper case letters.

Error messages shall be brief, direct, and non-threatening.

Error messages shall instruct the user how to correct an error.

All messages shall be removed once they are no longer needed.

The following requirements provide guidance for the development of error messages. The major objective is to ensure that all messages are consistent in style and structure, that they use the same words to communicate common meanings, and that they provide the specific information required to correct the difficulty.

Specificity – Messages shall be specific and reflect the reason they were displayed. All error messages, alarms and prompts shall be provided in clear English. The message text shall provide the information and shall be limited to the content necessary to perform specific actions or to make decisions.

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**Practicality** – Messages shall be designed to guide users through the system, to inform them of errors and/or problems within the system, and to specify how to correct the errors.

**Active Voice** – Messages shall be direct and in active voice. That is, the subject of the sentence shall perform the action denoted by the verb.

**Sentence Format** – Error messages shall be complete sentences followed by a period.

**Character Limit** – Error messages should not exceed 50 characters each.

When longer messages are necessary, one of the following directions shall be adopted: a) make two sentences of less than 50 characters each, or b) present the sentence into two lines with less than 50 characters each.

**Consistent Usage** – Use words consistently in messages. Acceptable terms that shall be used in preparing error messages and the synonyms they replace include:

ACCEPTABLE

Select  
Inform  
Modify  
Press  
Correct  
Find  
Retain  
Error  
Enter  
Return  
Complete (a form)  
Not correct  
Enter Again  
Not Authorized  
Will not  
Do not  
Is not  
Was not  
It is

NOT ACCEPTABLE

Choose  
Call  
Change  
Hit, Push  
Valid, Legal, Right  
Search, Locate  
Hold  
Mistake  
Key in  
Get Back, Go Back  
Fill in (a form)  
Incorrect  
Reenter  
Unauthorized  
Won't  
Don't  
Isn't  
Wasn't  
It's

Avoid using NO for negation since this word also denotes an abbreviation for "number."

**Abbreviations** – shall not be used unless they are specifically required (e.g.

---

abbreviation for a state name in an address).

#### Menu Layout (As applicable)

Menu screens shall be used when more than three choices are available to the user. Menu options shall be ordered from top to bottom and left to right according to their frequency of occurrence. The most frequently used item will be the first item on the menu unless other considerations (e.g. alphabetic listing) apply.

#### Form Displays

Whenever a form must be displayed, screen fields shall be displayed in the same order as they appear on the paper form. Data shall be displayed so that the users' eyes sweep from left to right in reading column entries. Default values and informational messages shall be displayed before the first user input.

#### Information Displays

As much as possible, information requests shall be displayed to the user in a selection format.

As much as possible, related data shall be displayed in one screen.

The information displayed to a user, maintenance and service technician shall not contain symbols, abbreviations, and codes.

### 5.0 SOFTWARE REQUIREMENTS

General software ergonomic requirements for address formats, use of numbers, use of prompts, and recovery include:

#### Recovery Capabilities

Recovery capabilities shall be available to the user to do the following:

Delete or disable prior command(s) until specifically committed. Immediately return to the specific location where the user was interacting with the system prior to attempting to execute a command.

#### Program Failures

Programs shall be designed so that a failure resulting from the computer program shall be distinguishable from equipment failure. The system shall provide prompt, lucid, non-



---

threatening error messages that sufficiently explain the nature of the problem in terms understandable to the user. The system shall also provide, upon request and as appropriate, additional and more elaborate explanation.

#### Task Complexity

Software shall minimize user task complexity. It shall minimize user effort, memorization, and frustration and shall maximize users' habit patterns and tolerance for human differences.

Control inputs shall be simplified to the extent possible, particularly for tasks requiring real-time responses. In addition, control inputs shall permit logical task sequences with a minimum number of control manipulations to achieve task completion.

#### Memorization

The user shall not be required to memorize system mnemonic codes, special or long sequences, and special instructions.

#### System Information

The software shall not require a user to enter information that has already been entered or is already available to the system. Software shall be designed so that once information or data is entered, it shall not have to be entered again.

#### Labeling

Each individual data group or message shall contain a descriptive title, phrase, word, or similar device to designate the content of the group.

Labeling shall conform to the following:

Labels shall be unique to prevent user confusion.

Labels shall reflect the question being posed to the user when a list of user options are presented.

#### Natural Language

The language used in instructions and messages shall be natural from the standpoint of the application.

# Attachment C

## EXAMPLES OF APPLICATION STORY-BOARDS

APPENDIX B is included to provide examples of several application "story-boards." These examples show the level of complexity expected in an application and the depth of content information which has to be present to provide value to a user. The examples are rough drafts and show only one path through an application. The examples do show, however, that a complex transaction will require a series of interactions between the user and kiosk to arrive at a satisfactory conclusion.

*The examples shown do not present a preferred look-and-feel, use the appropriate wordage, or show the actual control objects .*

They also do not show where audio, graphics, or video is to be used. The information shown in these examples is not to be taken as accurate and inclusive. This type of "story-boarding" is used to design the sequence of screens, the information and choices provided on a screen, the actions required of the user, and the response provided by the machine.

*The offeror is to use these examples only as a general guide in estimating the effort involved in generating applications.*

USPS Purchasing will not respond to questions about the content, look, or accuracy of these examples during the proposal period.

## USPS "Government Connection" Storyboards

The following storyboards represent a complete path through the eight transactions that make up the demo for the "Government Connection" kiosk interface. On each screen, the button that leads to the next screen is shown in its selected state — that is, in **white text on black**.

These storyboards are not intended to show the actual "look" of the screens; they are intended only to present all of the informational content on each screen, i.e. text, active hotspots (buttons), and either sketches or descriptions of graphic elements.

Transaction #1: Finding help if you've lost your job

• Jobs and  
Employment

• Health

• Birth and Death

• Moving

• Retirement

• Education and  
Training

• Emergency

• Transportation and  
Motor Vehicle

• Recreation

• Services

• Licenses and Forms

• Ordering Products



3

Jobs & Employment: Touch the item that interests you.

### Finding a Job

• General  
information

• Job Bank

• Job search training  
& counseling

### Unemployment Insurance Claims

• Where to get help

• Filing a claim

• Help with an  
existing claim

### Job Training

• Technical training  
courses

• High school &  
college equivalency

• Financial aid for  
training

### Problems in the Workplace

• Discrimination or  
harassment

• Safety & health

• Workers' rights



4

## Finding a Job: General Information

Your local Job Service offers the following services to help you. To learn more about any item on the list, touch the item.

- Assistance in Locating Jobs
- Job Skills Evaluation
- Job Skills Training
- Veterans Services
- Professional Outplacement Assistance
- Bonding of Job Seekers
- Training in Job Search, Résumé, and Interviewing Skills

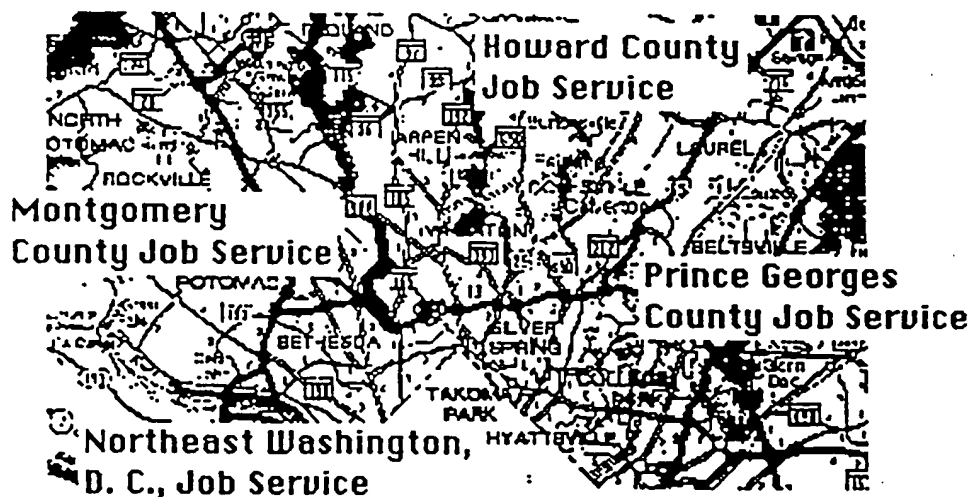
To find the location, hours, and telephone number of the office most convenient to you, touch "OK."



5

## Finding a Job: General Information

The map shows Job Service offices in the local area. To see more information about an office, touch it on the map. To find an office outside this area, touch the small map of the U. S.

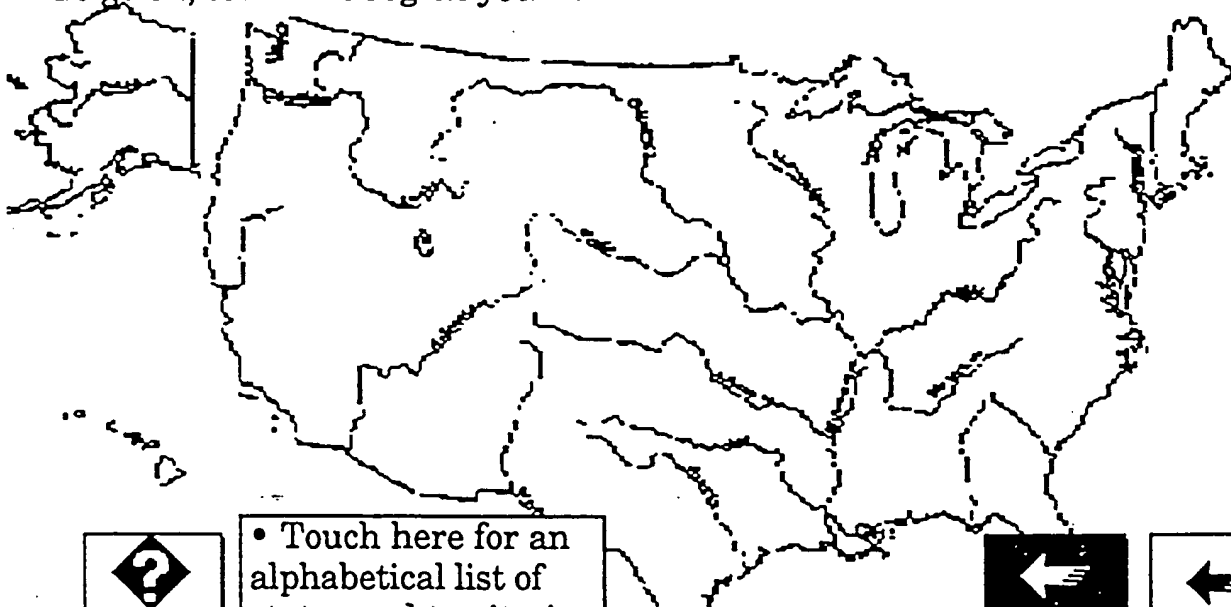


6

## Finding a Job: General Information



**Warning:** It may take up to 5 minutes for the Government Connection to bring you information from another part of the country. To go on, touch the region you want to know about.



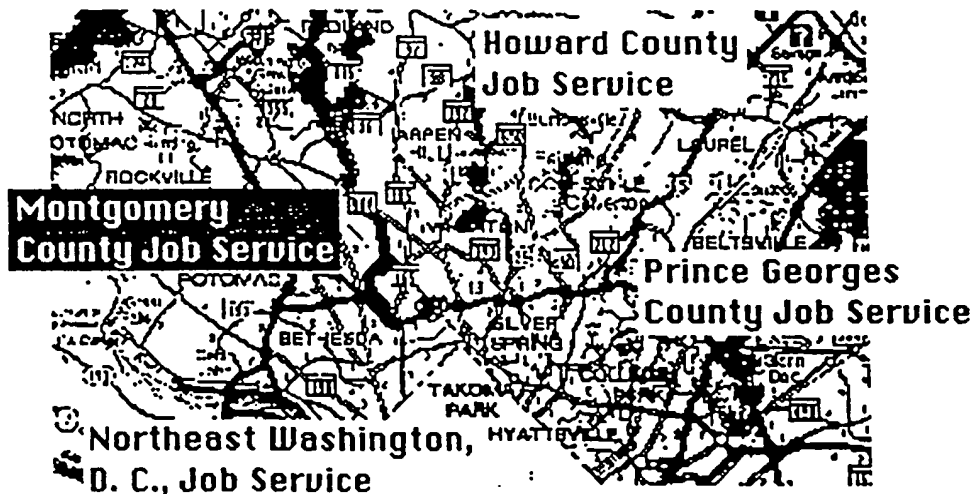
• Touch here for an alphabetical list of states and territories



7

## Finding a Job: General Information

The map shows Job Service offices in the local area. To see more information about an office, touch it on the map. To find an office outside this area, touch the small map of the U. S.



8

## Finding a Job: General Information

Montgomery County Job Service

AB11 A-1

Mill Road

Rockville, MD

20055

Office hours: 9:00 am - 4:30 pm, Monday - Friday

Phone number: 1-800-555-5555

You will need to go to the office in person. Counselors will help you on a first-come, first-served basis.

• See what to take  
with you

• Get printout of  
information above



## Transaction #2: Filing a claim for unemployment insurance benefits

**Jobs & Employment:** Touch the item that interests you.

### Finding a Job

• Where to get help

• Job Bank

• Job search training  
& counseling

### Unemployment Insurance Claims

• Where to get help

• **Filing a claim**

• Help with an  
existing claim

### Job Training

• Technical training  
courses

• High school &  
college equivalency

• Financial aid for  
training

### Problems in the Workplace

• Discrimination or  
harassment

• Safety & health

• Workers' rights





## Filing a Claim for Unemployment Insurance Benefits

To see if you are eligible to receive unemployment insurance benefits, you will need to answer a few questions.

Can you accept full-time work now?

**Yes**

No



13



## Filing a Claim for Unemployment Insurance Benefits

Are you attending school now?

Yes

**No**



14



## Filing a Claim for Unemployment Insurance Benefits

Can you work all hours, days, and shifts required in the type of work you are seeking?

Yes

No



15



## Filing a Claim for Unemployment Insurance Benefits

What was the last day you worked on your last job? Touch the day on the calendar.

1	January	Calendar	Calendar
9	Calendar	Calendar	Calendar
4	Calendar	August	September

• Before January  
1994



16



## Filing a Claim for Unemployment Insurance Benefits

How long did you hold your last job? Find and touch the number of years and months. Then touch "OK."

Years

12	↑ More
11	
10	
9	
8	
7	
6	
5	
4	
<b>3</b>	
2	
1	↓

Months

11
10
9
8
7
6
5
4
<b>3</b>
2
1
0



17



## Filing a Claim for Unemployment Insurance Benefits

Why did you leave your last job? Touch the answer.

• Laid off for lack of work

• Quit

• Fired

• Other reason



18



## Filing a Claim for Unemployment Insurance Benefits

What transportation can you use to travel to and from work, or to look for work?

• Your own vehicle

• Public transportation

• Borrow a vehicle or carpool

• Other



19



## Filing a Claim for Unemployment Insurance Benefits

Do you have a valid driver's license?

Yes

No



20



## Filing a Claim for Unemployment Insurance Benefits

Do you have a valid driver's license?

**Yes**

No

Touch the class of license you have.

**A (ordinary car license)**

B C D E CDL-A CDL-B CDL-C



21



## Filing a Claim for Unemployment Insurance Benefits

Are you receiving any retirement or disability pension or payment (other than Social Security)?

Yes

**No**



22



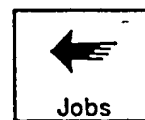
## Filing a Claim for Unemployment Insurance Benefits

Are you receiving any retirement or disability pension or payment (other than Social Security)?

Will you receive any retirement or disability pension or payment (other than Social Security) during the next twelve months?



23



## Filing a Claim for Unemployment Insurance Benefits

Are you now doing work in any of these fields? Touch all that apply. Then touch "OK."

- Self-employed work
- Work on a commission basis
- Work with a temporary agency
- Operating a farm



24



## Filing a Claim for Unemployment Insurance Benefits

Do you have any children who need care while you work?

Yes

No



Help

25



Jobs



Start Over

## Filing a Claim for Unemployment Insurance Benefits

Between January 1, 1993, and December 31, 1993, did you earn more than \$4,859.00?

Yes

No

1 9 9 3	January	Calendar	Calendar
	Calendar	Calendar	Calendar
	Calendar	Calendar	Calendar
	Calendar	Calendar	Calendar

Use this calculator for figuring.

1 2 3 + -

4 5 6 x /

7 8 9

= 0 Clear



Help

26



Jobs



Start Over

## Filing a Claim for Unemployment Insurance Benefits

Were you self-employed during that time?

1	January 	Calendar 	Calendar 
9	Calendar 	Calendar 	Calendar 
9	Calendar 	Calendar 	Calendar 
3	Calendar 	Calendar 	Calendar 

Yes

No



27



## Filing a Claim for Unemployment Insurance Benefits

The calendar is divided into four 3-month periods. Touch the three-month period in which you earned the most.

1	January 	Calendar 	Calendar 
9	Calendar 	Calendar 	Calendar 
9	Calendar 	Calendar 	Calendar 
3	Calendar 	Calendar 	Calendar 

Use this calculator for figuring.

1 2 3 + -

4 5 6 x /

7 8 9

= 0 Clear



28





## Filing a Claim for Unemployment Insurance Benefits

How much money did you earn between July 1 and September 30, 1993? Estimate the amount and touch the spot on the meter.

1

9

9

3

January

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

More than  
\$4,290.00

\$4,000.00

**\$3,576.01 to \$3,552.01**

\$3,500.00

Less than  
\$3,216.00

**EARNINGS  
METER**

Use this calculator  
for figuring.

1 2 3 + -

4 5 6 \* /

7 8 9

= 0 Clear

Jobs

Start Over

?  
Help

29

## Filing a Claim for Unemployment Insurance Benefits

You estimated that you earned more than \$3,576.01 and less than \$3,600.00 between July 1 and September 30, 1993. To change this number, use the arrows. When the estimate is correct, touch "OK."

1

9

9

3

January

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

Calendar

More than  
\$4,290.00

\$4,000.00

**\$3,552.01 to \$3,576.00**

\$3,500.00

Less than  
\$3,216.00

**EARNINGS  
METER**

OK

Jobs

Start Over

?  
Help

30

## Filing a Claim for Unemployment Insurance Benefits

If your estimate is correct and your former employer paid unemployment insurance premiums, you may be eligible to receive about **\$150.00 per week** in benefits.

To file a claim, you will need the following information:

1. Your Social Security number
2. Full information about your last three jobs and employers
3. Names and addresses of all companies you have contacted recently in search of work

• File a claim

• Get printout of information above



• See reasons why benefits can be denied

• See more information about benefits



31



## Filing a Claim for Unemployment Insurance Benefits

Have you ever told the Government Connection your name, address, and Social Security number?

Yes

No



32



## Filing a Claim for Unemployment Insurance Benefits

If you provide some basic information about yourself, the Government Connection will remember it. Next time you use Government Connection, you'll just enter your name and Social Security number. Then we can get right down to business!

Touch the letters below to spell out your last name (that is, your family name). Then touch "OK."

A B C D E F G H I      Space  
J K L M N O P Q R -  
S T U V W X Y Z      Erase

Last Name:

PUBLIC

OK



33



## Filing a Claim for Unemployment Insurance Benefits

Enter the rest of your full name exactly the way you want the Government Connection to spell it. When your full name is correct, touch "OK."

A B C D E F G H I      Space  
J K L M N O P Q R -  
S T U V W X Y Z      Erase

Full Name:

JOHN Q

PUBLIC

OK



34



## Filing a Claim for Unemployment Insurance Benefits

For security, enter the first three letters of your mother's maiden name. Then touch "OK."

A B C D E F G H I  
J K L M N O P Q R -  
S T U V W X Y Z .

\*\*\*

Erase

OK



35



## Filing a Claim for Unemployment Insurance Benefits

Enter your Social Security number by touching the numbers. Then touch "OK."

1 2 3  
4 5 6  
7 8 9  
0

Erase

OK

Social Security #: 123 45 6789

• Prefer not to enter my Social Security number



36



## Filing a Claim for Unemployment Insurance Benefits

Do you have a mailing address that is different from your home address?

Yes

No



37



## Filing a Claim for Unemployment Insurance Benefits

Enter your five-digit zip code by touching the numbers. Then touch "OK."

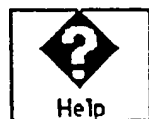
• Don't know  
my zip code

1	2	3
4	5	6
7	8	9
	0	

Erase

OK

Zip code: 09876



38



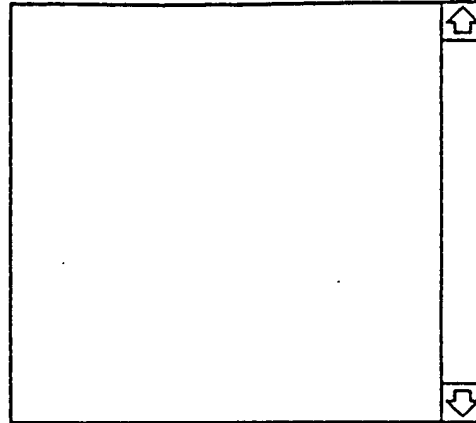
## Filing a Claim for Unemployment Insurance Benefits

Touch the first letter or number in the name of your street.

Example: for Mill Street, touch "M"; for 7th Street Northeast, touch "7."

A B C D E F G H I  
J K L **M** N O P Q R  
S T U V W X Y Z

1 2 3  
4 5 6  
7 8 9  
0

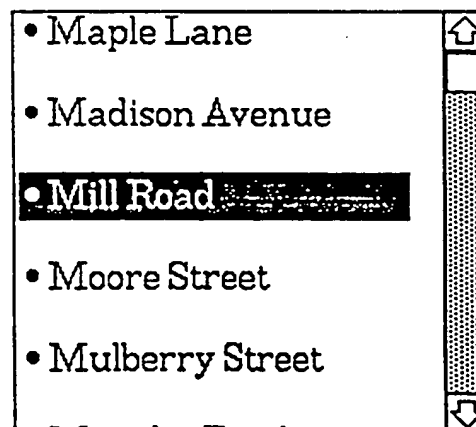


39



## Filing a Claim for Unemployment Insurance Benefits

Find the name of your street and touch it.



Touch here  
to see more  
street names

• Not on the list



40



## Filing a Claim for Unemployment Insurance Benefits

Complete your street number by touching the letters and numbers.  
Then touch "OK."

A B C D E F G H I  
J K L M N O P Q R -  
S T U V W X Y Z



1 2 3 Space  
4 5 6  
7 8 9 Erase  
0

John Q. Public	
AB11 A-1	Mill Road
Apt./Suite No.:	
Rockville, MD	20055



41



## Filing a Claim for Unemployment Insurance Benefits

Do you have an apartment number or suite number?

Yes	No
-----	----

John Q. Public	
AB11 A-1	Mill Road
Apt./Suite No.:	
Rockville, MD	20055



42



## Filing a Claim for Unemployment Insurance Benefits

Check your name and address carefully. Is all the information correct?

Yes

No

John Q. Public

AB11 A-1

Mill Road

Rockville, MD

20055



Help

43



Jobs



Start Over

## Filing a Claim for Unemployment Insurance Benefits

To clear an incorrect item, touch it. Then fill it in correctly. When all items are correct, touch "OK."

A B C D E F G H I  
J K L M N O P Q R -  
S T U V W X Y Z .

OK

1 2 3  
4 5 6  
7 8 9  
0

Space

Erase

John Q. Public

AB11A-2

Mill Road

Apt./Suite No.:

1-F

Rockville, MD

20055



Help

44



Jobs



Start Over



## Filing a Claim for Unemployment Insurance Benefits

Touch the month you were born. (If you touch a wrong answer, just replace it by touching the right answer.)

January  
February  
March  
etc.  
etc.

**November**  
December

Your birthdate:  
November



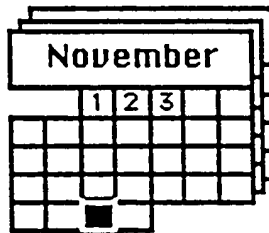
45



## Filing a Claim for Unemployment Insurance Benefits

On the calendar, touch the day you were born.

January  
February  
March  
etc.  
etc.



**November**  
December

Your birthdate:  
November 29



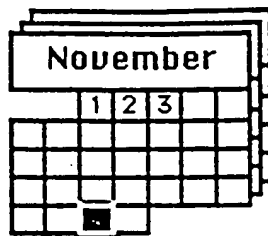
46



## Filing a Claim for Unemployment Insurance Benefits

Find and touch the year you were born. When your complete birthdate is correct, touch "OK."

January  
February  
March  
etc.  
etc.



Your birthdate:  
November 29, 1963

November  
December



etc.  
1971  
1970  
1969  
1968  
etc.  
etc.  
etc.  
etc.  
1963  
Earlier



47



## Filing a Claim for Unemployment Insurance Benefits

Have you ever served in the military?

• No

• Yes, in the last two years

• Yes, more than two years ago



48



## Filing a Claim for Unemployment Insurance Benefits

Have you ever worked for the federal government?

☒ No

☐ Yes, in the last two years

☐ Yes, more than two years ago



49



## Filing a Claim for Unemployment Insurance Benefits

• In the last two years, have you worked in another state?

☐ Yes

☒ No



50



## Filing a Claim for Unemployment Insurance Benefits

- Touch the **highest** school grade you have completed. When the information is correct, touch "OK."

Grade School: 1 2 3 4 5 6 7 8

High School: 9 10 11 12

College: 1 **2** 3 4 Postgraduate

Technical School: 1 2 3 4 5

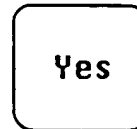


51



## Filing a Claim for Unemployment Insurance Benefits

- Can you accept fulltime work now?



52



## Filing a Claim for Unemployment Insurance Benefits

- Can you accept fulltime work now?

Yes

No

Before you can receive benefits, you must provide a written explanation of why you cannot accept fulltime work to your local Job Service office.

Touch "OK" to go on.

OK



Help

53



Jobs



Start Over

NOTE: This transaction would continue through the standard "Reemployment Questionnaire." At the end, the user would be instructed in the procedure for filing biweekly claim checks and would have the option of receiving a printout.

To get to the next transaction, the user would return to the "Jobs & Employment" menu.

54



Jobs

## Transaction #3: Finding the status of an unemployment insurance check

**Jobs & Employment:** Touch the item that interests you.

### Finding a Job

• Where to get help

• Job Bank

• Job search training  
& counseling

### Unemployment Insurance Claims

• Where to get help

• Filing a claim

• Help with an  
existing claim

### Job Training

• Technical training  
courses

• High school &  
college equivalency

• Financial aid for  
training

### Problems in the Workplace

• Discrimination or  
Harassment

• Safety & Health

• Workers' rights



## Help with an Existing Claim

### Weekly Benefit Check

• See general information

• **Learn the status of my benefit check**

### Biweekly Claim Form

• See general information

• Complete and file a form here

• See how to complete the form

### Denial of Benefits

• See general information

• See my rights to appeal

### Extension of Benefits

• See general information

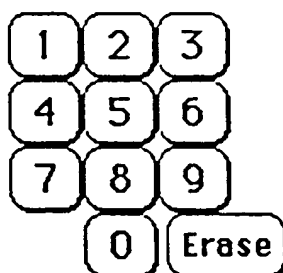
• File for emergency extension



57

## Status of Benefit Check

Enter your social security number by touching the numbers below.  
Then touch "OK."



**Social Security Number:** 000 00 0000

• If you don't have a social security number, or you can't remember your number, touch here.



58

## Status of Benefit Check

- For security, enter the first three letters of your mother's maiden name. Then touch "OK."

A B C D E F G H I  
J K L M N O P Q R  
S T U V W X Y Z

Erase

\*\*\*

OK



59

Help



Jobs



Start Over

## Status of Benefit Check

Check the information below carefully. If it is correct, touch "OK."

• Touch here to re-enter  
Social Security Number

• Touch here to correct  
name or address

OK

Social Security No. 123-45-6789

John Q. Public

AB11 A-2

Mill Road

Rockville, MD

20055



60

Help



Jobs



Start Over



## Status of Benefit Check

Thank you, John Q. Public.

A payment of \$151, for the two-week period ending June 18, was issued on June 22. On June 23 it was mailed to John Q. Public.

If you have not received this check, call 1-800-827-4400 between 8:00 a.m. and 4:15 p.m. Monday through Friday.

- Get printout of information above



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# Transaction #4: Accessing the Job Bank and defining a job profile

**Jobs & Employment:** Touch the item that interests you.

## Finding a Job

• Where to get help

• **Job Bank**

• Job search training & counseling

## Unemployment Insurance

• Where to get help

• Filing a claim

• Help with an existing claim

## Job Training

• Technical training courses

• High school & college equivalency

• Financial aid for training

## Problems in the Workplace

• Discrimination or Harassment

• Safety & Health

• Workers' rights



## Job Bank

You can speed up your search by telling the Government Connection about the work you do and the job you want.

Describe the job you want:

• Define a profile of the job you want

• Find the Job Code for the job you want

Search the current job listings:

• Search by Military Specialty

• Search by Job Codes

• Federal Job Opportunities

• Self-Directed Job Search

• Local Area Job Search

• Persian Gulf Jobs



63



Jobs



Start Over

## Defining a Job Profile

What kind of job are you looking for?  
Touch the type of work you do.

- Managerial & Administrative
- Professional, Paraprofessional, & Technical
- Sales & Sales-Related
- Clerical & Administrative Support
- Service
- Agriculture, Forestry, Fishing, & Related
- **Production, Construction, Operating, Maintenance, & Material Handling**
- Other (Not Classified Above)



64



Recreation



Start Over

## Defining a Job Profile

Touch the one that describes the job you want.

• Full-time

• Part-time

• Either full-time or  
part-time

• Special shift or time  
needs



65



## Defining a Job Profile

Touch the one that describes the job you want.

• Job requiring  
experience

• Job requiring no  
experience

• Trainee job with  
on-the-job training



66



## Defining a Job Profile

Touch the **highest** school grade you have completed. When the information is correct, touch "OK."

Grade School: 1 2 3 4 5 6 7 8

High School: 9 10 11 12

College: 1 **2** 3 4 Postgraduate

Technical School: 1 2 3 4 5



67



## Defining a Job Profile

How much experience have you had to prepare you for this job?  
Touch all items that apply. When the information on the right is correct, touch "OK."

• Experience in the job you want

• Experience or training in a related job

Years	
12	
11	
10	
9	
<b>8</b>	
7	
6	
5	
4	
3	
2	
1	

More

Months
11
10
9
8
7
6
5
4
<b>3</b>
2
1
0



**7 years, 3 months**  
work experience in the job you want

**3**  
work or training experience in a related job



68



## Defining a Job Profile

Do you have any licenses, certificates of training, diplomas, etc., related to your job skills?

Yes

No



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## Defining a Job Profile

Do you have any other skills or experience that may contribute to your job performance? Touch all that apply. Then touch "OK."

• Management/Supervisory

• Typing

• Computer software programs

• Computer hardware

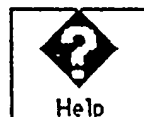
• Other technical

• Languages other than English

• Heavy machinery

• Auto mechanics

• Other



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## Defining a Job Profile

Select **per year**, **per month**, **per week**, or **per hour**. Then find and touch the **lowest** salary or wage you would accept for a job in your chosen job. When your **minimum pay level** is correct, touch "OK."

• per year

• per month

• per week

• per hour

↑

↓

More

Minimum pay level:

OK

Use this calculator for figuring.

1 2 3 + -

4 5 6 x /

7 8 9

= 0 Clear



71



## Defining a Job Profile

Select **per year**, **per month**, **per week**, or **per hour**. Then find and touch the **lowest** salary or wage you would accept for a job in your chosen occupation. When your **minimum pay level** is correct, touch "OK."

• per year

• per month

• per week

• per hour

↑

↓

\$11  
\$10  
\$9  
\$8  
\$7  
\$6  
\$5  
\$4  
\$3  
\$2

More

Minimum pay level:

OK

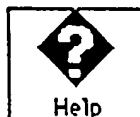
Use this calculator for figuring.

1 2 3 + -

4 5 6 x /

7 8 9

= 0 Clear



72



## Defining a Job Profile

Where are you willing to work?

• Your own state

• Another state

• Your region (DE, DC, MD, PA, VA, MD)

• Nationwide

• Outside the U.S.

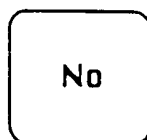


73



## Defining a Job Profile

Do you have a valid driver's license?



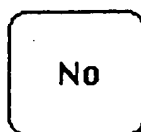
74





## Defining a Job Profile

Do you have a valid driver's license?



Touch the class of license you have.

**A (ordinary car license)**

B C D E CDL-A CDL-B CDL-C



75



## Defining a Job Profile

Can you pass a Federal security check?



76



## Defining a Job Profile

Your job profile is complete. The Government Connection can match your profile with new job listings in the Job Bank. The Government Connection will also remember your profile and match it with job listings in the future.

When you have an interview with a Job Service staff person, tell the staff person that the Government Connection has your job profile.

What would you like to do now?

• See job listings that  
match your job profile

• See all job listings



79



## Transaction #5: Filing for an Income Tax Extension

• Jobs and  
Employment

• Health

• Birth and Death

• Moving

• Retirement

• Education and  
Training

• Emergency

• Transportation and  
Motor Vehicle

• Recreation

• **Services**

• Licenses and Forms

• Ordering Products



## Services

• Postal Services

• Social Services

• Special Needs

• Tax Help and  
Information

• Legal Services

• Electronic Benefits  
Transfer



80



## Tax Help and Information

What kind of help would you like?

• Learn where to find  
agency assistance

• Set up installment  
payments

• Apply for extension  
of time to file

• File an income tax  
return

• See information on  
penalties and appeals



81



## Income Taxes: Extension of Time to File

By completing Form 4868, you can get an extension of time to file your 1993 income tax. This is not an extension of time to pay your tax. If you pay your tax later than April 15, 1994, you must pay penalties.

To complete Form 4868, you will need to estimate the amount of tax you owe. You will need the following information:

1. The amount of your 1993 income from all sources.  
(This is shown on W-2 forms, interest statements, etc.)
2. The amount of taxes withheld in 1993. (This is shown on your W-2 form or forms.)

• Complete Form 4868

• See information on penalties and appeals

• See other tax information



82



## Income Taxes: Extension of Time to File

Touch the one that applies to you.

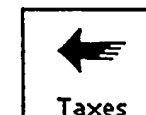
• Single (including divorced or widowed)

• Married filing jointly (even if only one had income)

• Married filing separately



83



## Income Taxes: Extension of Time to File

Do you want to claim any dependents other than yourself and your spouse?

Yes

No



84



## Income Taxes: Extension of Time to File

Touch any of these items that were true about you or your spouse or both on January 1, 1994. Then touch "OK."

• Over 65

• Blind

• Neither you nor your spouse over 65 or blind

OK



85



## Income Taxes: Extension of Time to File

Enter your total wages, salaries, and tips. This should be shown in box 1 of your W-2 form. If you have more than one W-2 form, enter the number from box 1 of any one of them.

When the number is correct, touch "OK."

0	1	2	3	4
5	6	7	8	9

29888

Erase

OK

• Touch here if you did not receive a W-2 form



Help



Taxes



Start Over

86

## Income Taxes: Extension of Time to File

Enter your total wages, salaries, and tips. This should be shown in box 1 of your W-2 form. If you have more than one W-2 form, enter the number from box 1 of any one of them.

When Do you have another W-2 form?

Yes

No



Help



Taxes



Start Over

87

## Income Taxes: Extension of Time to File

Enter your total wages, salaries, and tips from your **second** W-2 form.  
(The number is shown in box 1 on the form.)

When the number is correct, touch "OK."

0	1	2	3	4
5	6	7	8	9

20000

Erase

OK



88



## Income Taxes: Extension of Time to File

Enter your total wages, salaries, and tips from your **second** W-2 form.  
(The number is shown in box 1 on the form.)

When the number is correct, touch "OK."

Do you have another W-2 form?

Yes

No



89





## Income Taxes: Extension of Time to File

What were your sources of income in 1993?

Touch all that apply. Then touch "OK."

• Wages/salary

• Tips

• Scholarships and/or fellowships

• Interest income

OK



90



## Income Taxes: Extension of Time to File

Can your parents (or someone else) claim you as a dependent on their tax return?

Yes

No



91



## Income Taxes: Extension of Time to File

Enter your Federal income tax withheld, shown in box 2 of your first W-2 form.

When the number is correct, touch "OK."

0	1	2	3	4	
5	6	7	8	9	.

2343

Erase

OK



92



## Income Taxes: Extension of Time to File

Enter your Federal income tax withheld, shown in box 2 of your second W-2 form.

When the number is correct, touch "OK."

0	1	2	3	4	
5	6	7	8	9	.

1555

Erase

OK



93



## Income Taxes Extension of Time to File

Your Form 4868 is complete. Here are the figures it shows. Touch any item to see an explanation.

- Your total tax liability for 1993 is \$5,976
- Your total payments for 1993 are \$3,898
- Your balance due is \$2,078

You must pay the balance due before April 15, 1994.  
What do you want to do now?

• Get a printout of my Form 4868 to sign and mail



• File my Form 4868 automatically and get a printout for my records

• Do another transaction before printing



Help

• See instructions on how to pay



Taxes



Start Over

# Transaction #6: Ordering Philatelic Materials

• Jobs and  
Employment

• Health

• Birth and Death

• Moving

• Retirement

• Education and  
Training

• Emergency

• Transportation and  
Motor Vehicle

• Recreation

• Services

• Licenses and Forms

• **Ordering Products**



## Ordering Products

Touch the agency you want to order from.

• Government  
Printing Office

• **Post Office**

• U. S. Mint

• Bureau of the  
Census

• Department of  
Agriculture

• Department of  
Commerce

• Department of  
Labor

• National  
Institute of Health

• Testing  
Laboratories

• AMTRAK



97



## Ordering Products & Services: Post Office

Touch the item that interests you.

• Commemorative  
Stamps

• Self-Adhesive  
Stamps

• Stamps in  
Booklets & Panes

• Special Issue &  
Definitive Stamps

• Stamps in Coils

• Postal Cards

• Stamped  
Envelopes

### Especially for the Hobbyist

• Information &  
Resources

• "Guide to U. S.  
Stamps" Catalog

• Albums

• Older-Issue  
Stamps

• **Stamps for  
Collectors Only**

• Commemorative  
Panels Subscription



98



## Stamps for Collectors Only

For price and ordering information, touch a stamp.

### Migratory Bird Hunting and Conservation Stamps

These "Duck Stamps," issued by the U. S. Department of the Interior, are sold as bird hunting permits and are not usable for postage.



### Official Mail Stamps

Official Mail stamps and envelopes *(penalty mail)* are authorized for use only by official branches of the U. S. Government. They are offered here only for collecting.



10¢ stamp



\$1 stamp (1993)



Older issues  
(including stationery)



99

Help



Stamps



Start Over

## Stamps for Collectors Only

"Canvasback" 3324  
Offset/intaglio, jumbo format

Touch the format you want:

• **Single** **\$15.00**

• Plate # block of 4 \$60.00

• Full sheet of 30 \$450.00

• No order  
now

d



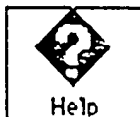
10¢ stamp



\$1 stamp (1993)



Older issues  
(including stationery)



100

Help



Stamps



Start Over

## Stamps for Collectors Only

"Spectacled Eider" 3324  
Offset/intaglio, jumbo format

Single \$15.00

Enter the number of singles you want. Then touch "OK."

1 2 3  
4 5 6  
7 8 9  
0

Erase

OK

Quantity:

2

• No order now

d



Canvasback



Spectacled Eider



0¢ stamp



\$1 stamp (1993)

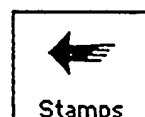


Older issues  
(including stationery)



101

Help



Stamps



Start Over

## Stamps for Collectors Only

The total price for 2 "Spectacled Eider" single stamps is \$30.00.

What do you want to do now?

• Arrange payment and shipping

• Order more stamps

• Revise this order

• Perform another transaction

• Cancel this order



Spectacled Eider



\$1 stamp (1993)



Older issues  
(including stationery)



102

Help



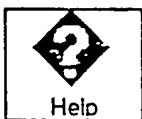
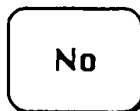
Stamps



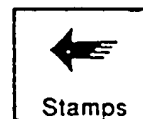
Start Over

## Your Mailing Information

Have you ever told the Government Connection your name, address, and Social Security number before?



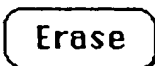
103



## Your Mailing Information

Enter your Social Security number by touching the numbers below. When the number is correct, touch "OK."

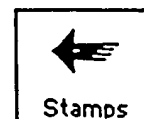
0 1 2 3 4 5 6 7 8 9  
A B C D E F G H I  
J K L M N O P Q R -  
S T U V W X Y Z .



Social Security Number:  
**123-45-6789**



104





## Your Mailing Information

For security, enter the first three letters of your mother's maiden name. Then touch "OK."

0 1 2 3 4 5 6 7 8 9  
A B C D E F G H I  
J K L M N O P Q R  
S T U V W X Y Z

Erase

OK

\*\*\*



10

Help



Stamps



Start Over

## Your Mailing Information

Check the information below to make sure it is correct. If everything is correct, touch "OK."

• Touch here to re-enter  
Social Security number

• Touch here to correct  
name or address



Social Security No. 000-00-0000

John Q. Public

AB11 A-2

Mill Road

Rockville, MD

20055



10

Help



Stamps



Start Over

## Order: Stamps

You have ordered two "Spectacled Eider" single stamps. They will be delivered to John Q. Public, AB 11 A-2 Mill Road, Rockville, MD 20055.

The total price for your order is \$30.00. To pay, slide your credit card through the slot as shown.

(2-STEP PICTURE OR WINDOW MOVIE OF  
CREDIT CARD PROCEDURE)

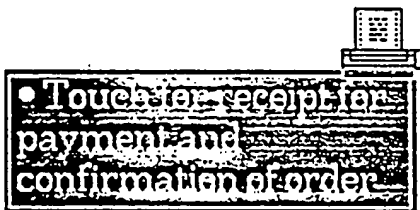


107



## Order: Stamps

Thank you for your order, John Q. Public. Would you like a printed receipt?



• No printouts wanted



112



# Transaction #7: Reserving a campsite

• Jobs &  
Employment

• Health

• Birth and Death

• Moving

• Retirement

• Education and  
Training

• Emergency

• Transportation and  
Motor Vehicle

• Recreation

• Services

• Licenses and Forms

• Ordering Products



## Recreation

What type of recreation do you want to know about?

### Competitive Sports

• Pro & College  
Team Schedules

• Local Leagues &  
Tournaments

• Community  
Sports Courses

### Outdoor Recreation

• Scenic Drives  
& Bicycle Paths

Hiking &  
Camping

• Water  
Recreation

• Hunting &  
Fishing

### Crafts and Hobbies

• Community  
Courses

• Club Addresses &  
Information

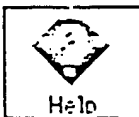
• Ordering Stamps  
& Coins

### Festivals, Concerts, Dances, and Community Events

• Local Schedule &  
Tickets

• Regional Schedule  
& Tickets

• Major National  
Festivals



111

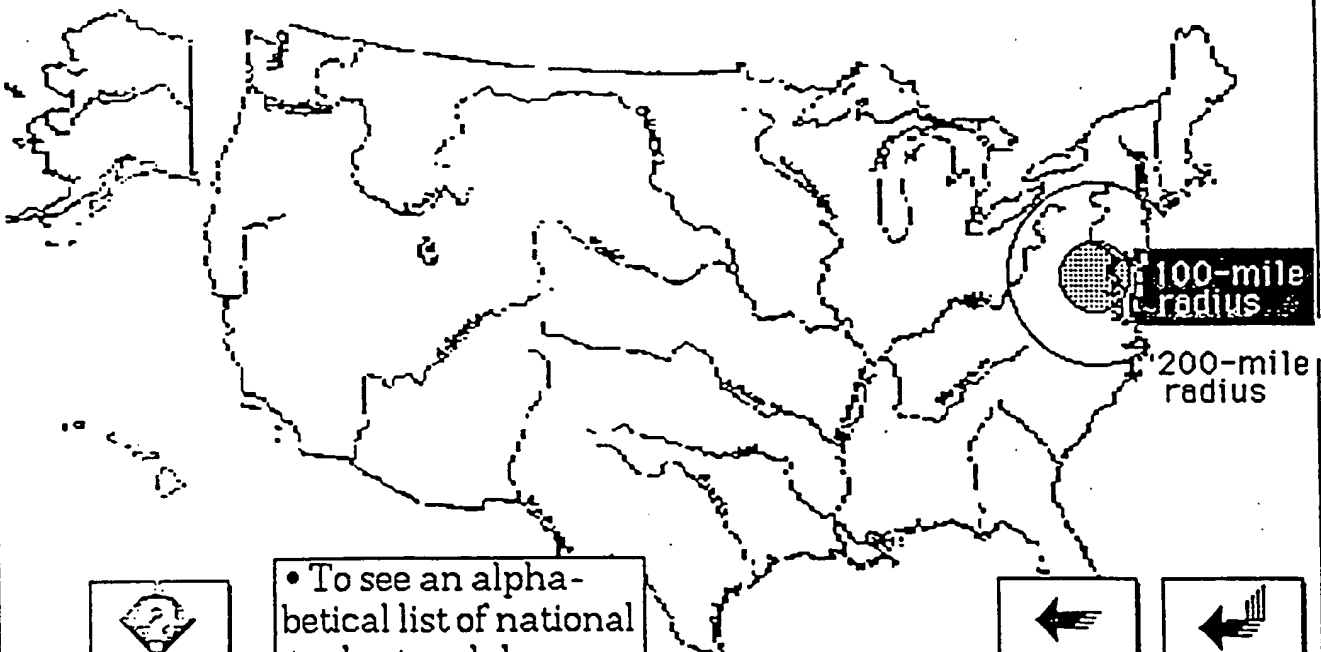
Help



Start Over

## Hiking and Camping

For state parks and national parks in this region, touch inside the circle. For national parks in another region, touch the region.



112

Help

• To see an alpha-  
betical list of national  
parks, touch here



Recreation

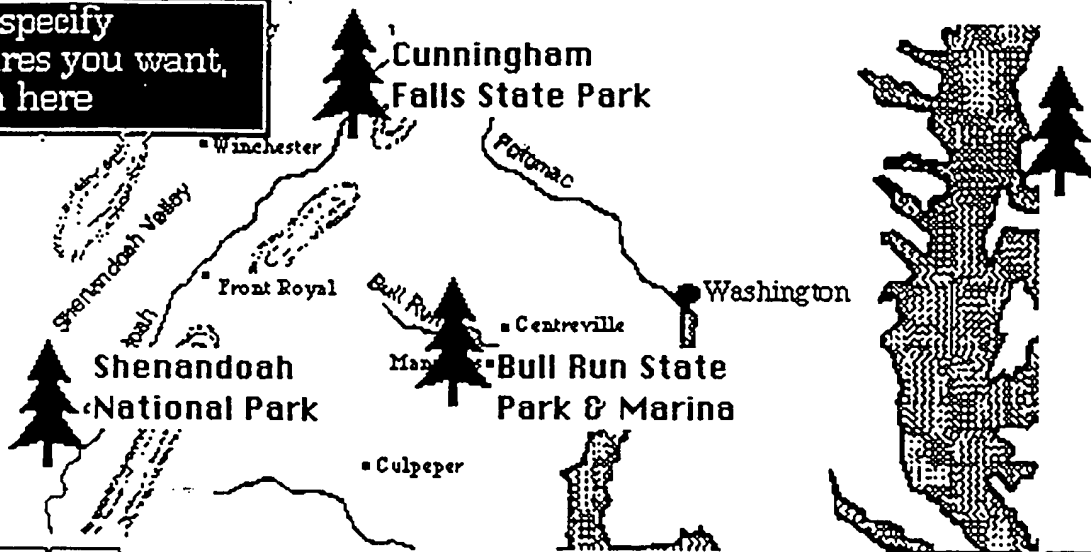


Start Over

## Hiking and Camping

These are the national and state parks in this region which offer campsites. To learn more about any park, touch the pine tree symbol.

• To specify features you want, touch here



113



## Hiking and Camping

What park features are you looking for? Touch all that apply. Then touch "OK."

- Hiking
- Camping
- Beach
- Swimming
- Boating
- Fishing
- Hunting
- Natural Wonders
- Wildlife Preserves
- Historic Sites
- Museums
- Gardens
- Cooking Facilities
- RV Hookups
- Cabins
- Sports Field
- Boat Ramp
- Pets Allowed

OK



114

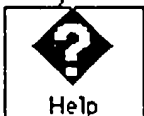


## Hiking and Camping

Here are the parks in this region that have most of the features you want. To see a description and/or make a reservation, touch a park name.

	Hiking	Camping	Swimming	Cooking Facilities	Boat Ramp	Pets Allowed
• <b>Cunningham Falls State Park, Maryland</b>	Yes	Yes	Yes	Yes	Yes	No
• <b>Catoctin Mountain National Park, Maryland</b>	Yes	Yes	Yes	No	No	Yes
• <b>Skyline Drive National Park, Virginia</b>	Yes	Yes	No	Yes	No	Yes

115



• To see more parks listed, touch here



## Hiking and Camping: Cunningham Falls State Park

**WHERE:** 15 miles north of Frederick, Maryland, over good roads.

**CAMPING FACILITIES:** The park offers 85 campsites which are open to the public from May through October. Checkout time is 12 noon.

**FEE:** Camping fee is \$13 per carload per night.

**AVAILABILITY:** All weekend campsite reservations are booked up until July 23, 1994. Weekday reservations are available immediately.

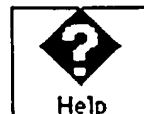
• See park rules & regulations

• More information about the park

• See map & directions

• **Make reservation**

116

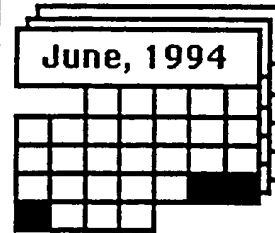


## Reservation: Cunningham Falls State Park Campsite

Campsites are available for all the days marked **green**.

Touch the day or days you want to reserve. (To cancel, touch the same day again.)

When you have marked all the days you want, touch "OK."



(A DETAILED MAP OF THE PARK

SHOWING CAMPSITE LOCATIONS

GOES HERE)



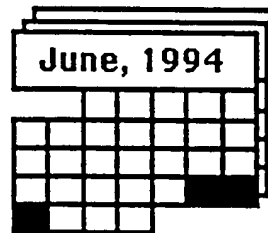
117



## Reservation: Cunningham Falls State Park Campsite

On June 24, 25, and 26, the campsites marked in **green** on the map below are available.

Touch the site or sites you want. Then touch "OK."



(A DETAILED MAP OF THE PARK

SHOWING CAMPSITE LOCATIONS

GOES HERE)



• Touch here if you have no preference. You will be assigned a campsite.



118



## Reservation: Cunningham Falls State Park Campsite

Number of persons in your party:

3



More

Fewer

Number of vehicles:

1



More

Fewer

When the numbers are correct, touch "OK."

OK



119

Help



Recreation



Start Over

## Reservation: Cunningham Falls State Park Campsite

To change any information below, touch any **bold** word. To confirm that the information is correct, touch "OK."

You have reserved campsite **Number 17** for the days **June 24, 25, and 16**. Your party includes **3 persons** and **1 vehicle**.

OK



120

Help



Recreation



Start Over



## Reservation: Cunningham Falls State Park Campsite

Have you ever told the Government Connection your name, address, and Social Security number before?

Yes

No



121



## Reservation: Cunningham Falls State Park Campsite

Enter your Social Security number by touching the numbers. When the number is correct, touch "OK."

0 1 2 3 4 5 6 7 8 9

Erase

A B C D E F G H I

J K L M N O P Q R -

S T U V W X Y Z .

OK

Social Security Number:  
123-45-6789



122



## Reservation: Cunningham Falls State Park Campsite

For security, enter the first three letters of your mother's maiden name. Then touch "OK."

0 1 2 3 4 5 6 7 8 9  
A B C D E F G H I  
J K L M N O P Q R -  
S T U V W X Y Z .

Erase

OK



12



## Reservation: Cunningham Falls State Park Campsite

Check the information below to make sure it is correct. If everything is correct, touch "OK."

• Touch here to re-enter  
Social Security number

• Touch here to correct  
name or address

OK

Social Security No. 000-00-0000

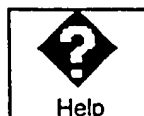
John Q. Public

AB11 A-2

Mill Road

Rockville, MD

20055



12



## Reservation: Cunningham Falls State Park Campsite

You have reserved campsite Number 17 for the days June 24, 25, and 26. Your party includes 3 persons and 1 vehicle. The reservation is under the name John Q. Public, AB 11 A-2 Mill Road, Rockville, MD 20055.

The total fee for 3 days is \$39.00. To pay and reserve your campsite, slide your credit card through the slot as shown.

(2-STEP PICTURE OR WINDOW MOVIE OF  
CREDIT CARD PROCEDURE)



125

Help



## Reservation: Cunningham Falls State Park Campsite

Touch any item to receive a printed copy. Then touch "OK"

• Receipt for payment  
and confirmation of  
reservation

• Directions to  
Cunningham Falls  
State Park

• Cunningham  
Falls State Park rules  
& regulations

• No printouts wanted

OK



130

Help



## Transaction #8: Veterans Administration Home Page

• Jobs &  
Employment

• Health

• Birth and Death

• Moving

• Retirement

• Education and  
Training

• Emergency

• Transportation and  
Motor Vehicle

• Recreation

• Services

• Licenses and Forms

• Ordering Products



## Government Agencies

Touch the agency that interests you.

- City Hall
- Commerce Department
- Congress
- County Government
- Customs Department
- Department of Agriculture
- Department of the Census
- Department of Commerce
- Department of Defense
- Department of Transportation
- Department of Veterans Affairs
- Environmental Protection Agency
- Federal Bureau of Investigation



Touch here  
to see more  
agencies



133

Help



Start Over

## The Department of Veterans Affairs



The Department of Veterans Affairs provides services and benefits for those who have served honorably in the U. S. armed forces.

Touch the item that interests you.

• The latest news in  
Veterans Benefits

• Where to go for  
help

• Who is eligible for  
benefits

• Programs and  
services

• Filing a claim

• Questions and  
answers



134

Help



Agencies



Start Over

# The Department of Veterans Affairs: Programs and Services

Touch the benefits program that interests you.

- Disability Compensation
- Allowances for Dependents
- Prisoners of War
- Other Disability Benefits
- Pension
- Education and Training
- Vocational Rehabilitation
- Life Insurance
- Home Loan Guaranties
- Small and Disadvantaged Business Utilization
- Special Groups with Veterans Benefits



To see more items, touch here



135

Help



Agencies



Start Over

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